



IT User Support Technician

TECHNICAL DIPLOMA

Program Code: 30-154-6

All campuses

Receive Apple support training, along with mobile device repair and administration, through this 12-credit program. The coursework prepares you for Apple ACSP, CompTIA's Mobility+ and HDI-SCA, HDI-DST and ITIL Foundation industry-standard certifications.

Career Outlook

According to the Bureau of Labor Statistics, employment of IT computer support specialists is projected to grow 17% during 2012 through 2022.

Program Learning Outcomes

- Utilize customer service and soft skills to help end-users troubleshoot issues
- Apply analytical and problem-solving skills to resolve end-users issues
- Administer and support iOS, Android and Windows smartphones and tablets

Admission Requirements

- A high school diploma or GED
- One year of high school-level algebra
- Knowledge of computer fundamentals
- Course placement assessment of proficiency in basic skills



matc.edu/academic_programs/pathways

After earning this technical diploma, your credits can be applied to completing the IT Computer Support Specialist associate degree.

 **MILWAUKEE AREA Technical College**
School of BUSINESS

COURSES

Credits

(1) ITSUP-150	Mobile Device Repair and Support.....	3
(1) ITSUP-152	Apple OSX Certified Support Professional (ACSP).....	3
(1) ITSUP-153	CompTIA Mobility+ (iOS, Android, Windows).....	3
(1) ITSUP-140	Support Center Analyst (HDI-SCA, HDI-DST, ITIL)	3

TOTAL CREDITS: 12

() Semester order for full-time students.

Prerequisite required.

Program curriculum requirements are subject to change.

Current MATC students should consult their Academic Program Plan for specific curriculum requirements.

For complete information, go to matc.edu/business

To apply for financial aid, visit fafsa.gov
School Code: 003866

Related Programs

Associate Degree:

- IT Computer Support Specialist

Technical Diplomas:

- IT Computer Support Technician
- IT Help Desk Support Specialist

Certificates:

- IT Service Center Technician
- IT Microsoft Enterprise Desktop Support Specialist
- IT Level 2 – Service Center Technician



matc.edu or 414-297-MATC
Wisconsin Relay System 711

Downtown Milwaukee Campus

700 West State Street

Mequon Campus

5555 West Highland Road

Oak Creek Campus

6665 South Howell Avenue

West Allis Campus

1200 South 71st Street

MATC Education Center at Walker's Square

816 West National Avenue, Milwaukee



10% Post Consumer Recycled