1-800-472-4554 | TTY/VP. Use Relay/VRS

INFORMATION TECHNOLOGY - HELP DESK SUPPORT SPECIALIST

Program Number: 31-154-7
Technical Diploma (1 year)
Campus: Fond du Lac, West Bend
This program is eligible for financial aid (http://www.morainepark.edu/financial-aid/)

Gain the knowledge necessary to provide help desk assistance and manage IT projects with the Information Technology - Help Desk Support Specialist program at Moraine Park Technical College.

About the Program

The Information Technology – Help Desk Support Specialist technical diploma prepares students to provide support for a wide-range of technical issues. Students learn how to troubleshoot issues related to software, hardware, or computer systems. Graduates are prepared for entry-level information technology jobs that involve providing technical support and assistance. An emphasis is placed on customer service and communication skills.

What You'll Learn

Students learn how to manage various IT projects and consult with staff, users and management when needed. Students will also earn the Google IT Support Certificate. Graduates are skilled in providing technical assistance and answering inquiries to resolve issues. Students also learn the importance of creating and maintaining training and other documentation.

The courses in this technical diploma transfer into the Information Technology - Technical Support Specialist (https://catalog.morainepark.edu/program-information/programs/information-technology-technical-support-specialist/) associate of applied science degree.

Transfer Opportunities

Your academic journey can continue at a four-year college or university. Earn your associate degree at Moraine Park and then apply those credits toward a bachelor's degree. Starting at MPTC makes completing a bachelor's degree **affordable**, **accessible** and **convenient**. You can go anywhere as MPTC has transfer agreements with colleges and universities both in Wisconsin and throughout the country.

Visit the Transfer to a Four-Year College (https://www.morainepark.edu/transfer-to-a-four-year-college/) page for more information on credit transfer agreements between Moraine Park and four-year colleges, both public and private.

Admission Process

Standard Admissions (http://www.morainepark.edu/admissions/new-student/how-to-apply-for-admissions/) steps details

Credit for Prior Learning

Transform the skills and abilities developed through previous experience into college credit through MPTC's Credit for Prior Learning process.

- Transfer credit from other colleges/universities
- Earn college credit for your military training and experience
- Earn college credit via Advance Placement, CLEP, DANTES/DSST or MPTC Challenge Exams
- Earn college credit from previous/current work and life experiences

Visit MPTC's Credit for Prior Learning (https://www.morainepark.edu/academics/credit-for-prior-learning/) page for more information.

Approximate Costs

NOTE: The fees below are 2025-2026 fees. They will be updated when 2026-2027 fees are approved.

Tuition

Occupational

- $152.85 per credit (resident)
- $229.28 per credit (out-of-state resident)

Associate of Arts/Associate of Science

- $192.20 per credit (resident)
- $288.30 per credit (out-of-state resident)

Online students are not charged out-of-state fees.

Student Fees

- $5.00 minimum per course Material Fee
- $13.76 per-credit Supplemental Fee for Undergraduate courses
- $4.50 per term mandatory Student Accident Insurance Fee

Please refer to Tuition & Fee Information (https://catalog.morainepark.edu/admissions-registration/tuition-fee-information/) for additional enrollment fee information.

Financial Aid

Financial Aid is available for associate degree and technical diploma programs (those that are 2 semesters in length and typically with 28 credits or more). Processing can take 4-5 weeks after a student's completed Free Application for Federal Student Aid (FAFSA (https://studentaid.gov/h/apply-for-aid/fafsa/)) is received.

Several factors influence the total cost of your degree, including enrollment fees, the number of credits required, textbooks and equipment. Financial aid (https://www.morainepark.edu/pay-for-college/financial-aid/) can assist with those costs.

Course Requirements

Course	Title	Credits
Semester 1		
103-159	Computer Literacy - Microsoft Office	1
150-107	IT Fundamentals 1	3
150-108	IT Fundamentals 2	3
154-113	Help Desk Concepts	3
801-136	English Composition 1	3

Moraine Park Technical College is an equal opportunity and affirmative action College. Women, minorities, those with different abilities and veterans are encouraged to apply. For more information, visit http://www.morainepark.edu/nondiscrimination.

890-101	College 101	2
	Credits	**15**
Semester 2		
102-188	Introduction to Project Management	3
150-120	Microsoft Servers	3
154-116	Computer Software Support	3
154-117	Computer Hardware Support	3
801-197	Technical Reporting	3
	Credits	**15**
	Total Credits	**30**

Program Outcomes

- Manage information technology hardware
- Manage software
- Support computer networks
- Provide end user support

Pathways

- Information Technology - Technical Support Specialist Associate Degree (https://catalog.morainepark.edu/program-information/programs/information-technology-technical-support-specialist/)
    - Information Technology - Help Desk Support Specialist Technical Diploma (p. 1)

Earn a technical diploma and associate degree along this pathway. Start with some courses for entry-level employment, and continue with additional courses for higher wages and job advancement.

Career Opportunities

- Computer Support Specialist
- Desktop Support Technician
- Help Desk Technician
- Information Technology Specialist (IT Specialist)

Statewide Median Salary for Recent Graduates

$35,000