INFORMATION TECHNOLOGY - TECHNICAL SUPPORT SPECIALIST

Program Number: 10-154-4
Associate of Applied Science Degree
Campus: Fond du Lac, Online
This program is eligible for financial aid (http://www.morainepark.edu/financial-aid/)

Do you like figuring things out and helping others? Gain hands-on skills and start working in the field in less than two years with an Information Technology - Technical Support Specialist associate degree from Moraine Park!

About the Program

A career as a technical support specialist balances both IT and customer service. Students in the Information Technology – Technical Support Specialist program provide technical assistance either in person, through email or over the phone. Typical work consists of computer setup, troubleshooting, writing procedures or staffing a help desk.

What You'll Learn

Students in the Information Technology - Technical Support Specialist program gain both theoretical and hands-on training.

Students learn to perform a variety of computer functions such as installing hardware and software, troubleshooting, and providing system and computer maintenance. Graduates of this program have a strong knowledge of common software applications. Students in this program must have strong communication and time management skills and pay strong attention to detail. A Technical Support career may require long work hours and mobility. This program leads toward the A+ certification.

Earn Two Information Technology Degrees at Once!

With an additional 12 credits, students can earn both the Information Technology - Technical Support Specialist and Information Technology - Network Specialist Associate of Applied Science degrees in only five terms (less than two and a half years). Those interested should follow the Dual Degree Information Technology - Network Specialist and Information Technology - Technical Support Specialist program guide.

Earn Three Information Technology Degrees at Once (3-in-3)!

With an additional 30 credits, students can earn the Information Technology – Technical Support Specialist, Information Technology - Network Specialist and Information Technology - Cybersecurity Specialist Associate of Applied Science degrees in only six terms (three degrees within three years!). Students should follow the Triple Degree Information Technology - Cybersecurity Specialist, Information Technology - Network Specialist and Information Technology – Technical Support Specialist program guide.

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

Tuition

Occupational

- $157.45 per credit (resident)
- $236.18 per credit (out-of-state resident)

Associate of Arts/Associate of Science

- $196.05 per credit (resident)
- $294.08 per credit (out-of-state resident)

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

Student Fees

- $6.00 minimum per course Material Fee
- $14.17 per-credit Supplemental Fee for Undergraduate courses
- $4.50 per term mandatory Student Accident Insurance Fee

Please refer to Cost of Tuition and Fees (https://catalog.morainepark.edu/billing/cost/) 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
801-136	English Composition 1	3
890-101	College 101	2
Behavioral Science Course (https://catalog.morainepark.edu/program-information/general-education/behavioral-social-science/)		3
	Credits	**15**
Semester 2		
150-120	Microsoft Servers	3
150-143	Linux Network Administration	3
154-113	Help Desk Concepts	3
154-116	Computer Software Support	3
801-197	Technical Reporting	3
Social Science Course (https://catalog.morainepark.edu/program-information/general-education/behavioral-social-science/)		3
	Credits	**18**
Semester 3		
102-188	Introduction to Project Management	3
150-130	IT Administration and Microsoft 365 Administrator	3
150-145	Active Directory/Group Policy Management	3
154-117	Computer Hardware Support	3
Mathematics Course (https://catalog.morainepark.edu/program-information/general-education/mathematics/)		3
	Credits	**15**
Semester 4		
150-115	Emerging Innovations in Technology	3
150-141	Computer Network Installation	3
154-128	Scripting	3
154-134	IT Technical Support Specialist Capstone	3
Social Science Course (https://catalog.morainepark.edu/program-information/general-education/behavioral-social-science/)		3
	Credits	**15**
	Total Credits	**63**

Program Outcomes

- Manage information technology hardware.
- Manage software.
- Support computer networks.
- Provide end user support.
- Solve information technology problems.
- Demonstrate customer service skills as an IT professional.

Pathways

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

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

- Technical Support Specialist
- Help Desk
- Support Technician
- PC Technician

Estimated Salary Range

Average annual salaries for local workers in this career field range from $40,697 (entry level) to $57,619 (experienced worker).

Salary range estimates are based on wages for related occupations in the Moraine Park District as reported by Lightcast. Individual wages vary based on experience, industry, location and specific job requirements.

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.