MORAINE PARK
TECHNICAL COLLEGE

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/programs/information-technology-technical-support-specialist-aas/) associate of applied science degree.

Transfer Opportunities

Earn credits at MPTC and transfer to a four-year college to earn your bachelor's degree.

Visit the Transfer to a Four-Year College (https://www.morainepark.edu/academics/transfer-information/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

Earn college credit outside the classroom through Moraine Park's Credit for Prior Learning (CPL) opportunities. Credit opportunities are available for:

- Previous college coursework from prior institutions
- Military training and experience
- Passing of MPTC or national exams
- Skills or knowledge developed on the job or through other life experiences

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

Approximate Costs

Tuition

<u>Occupational</u>

- $146.20 per credit (resident)
- $219.30 per credit (out-of-state resident)

<u>Associate of Arts/Associate of Science</u>

- $188.90 per credit (resident)
- $283.35 per credit (out-of-state resident)

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

Student Fees

- $4.50 minimum per course Material Fee
- $12.50 per-credit Supplemental Fee for Undergraduate courses
- $10 minimum per credit Online Course Fee (Fee suspended for 2023-2024)
- $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. Visit the Financial Aid (https://www.morainepark.edu/pay-for-college/financial-aid/) page to learn more.

While attending Moraine Park during the 2023-24 school year, your estimated cost of attendance for one full year includes tuition of $4,375 (15 credits for fall and spring semester), fees of $338, food and housing of $4,052 (if living with parents, $9,614 if living on your own), books and supplies of $2,061, personal expenses of $2,245, and transportation of $2,007 for a total of $15,161. Your direct costs (those costs paid directly to the college) include tuition & fees. The indirect costs (costs not paid to the college) can vary from individual to individual and your own personal needs.

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

890-101	College 101	2
	Credits	**15**
Semester 2		
150-120	Microsoft Servers	3
154-116	Computer Software Support	3
154-117	Computer Hardware Support	3
196-188	Project Management	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/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