

# INFORMATION TECHNOLOGY - TECHNICAL SUPPORT SPECIALIST

**Program Number:** 10-154-4

Associate of Applied Science Degree

**Campus:** Fond du Lac, West Bend

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

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

#### Occupational

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

#### Associate of Arts/Associate of Science

- \$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.

## Course Requirements

Course	Title	Credits
<b>Semester 1</b>		
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 ( <a href="https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/">https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/</a> )		3
<b>Credits</b>		<b>15</b>
<b>Semester 2</b>		
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 ( <a href="https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/">https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/</a> )		3
<b>Credits</b>		<b>18</b>
<b>Semester 3</b>		
150-130	IT Administration and Microsoft 365 Administrator	3
150-145	Active Directory/Group Policy Management	3
154-117	Computer Hardware Support	3
196-188	Project Management	3
Mathematics Course ( <a href="https://catalog.morainepark.edu/academic-programming/general-education/mathematics/">https://catalog.morainepark.edu/academic-programming/general-education/mathematics/</a> )		3
<b>Credits</b>		<b>15</b>
<b>Semester 4</b>		
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 ( <a href="https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/">https://catalog.morainepark.edu/academic-programming/general-education/behavioral-social-science/</a> )		3
<b>Credits</b>		<b>15</b>
<b>Total Credits</b>		<b>63</b>

## 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/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

## Statewide Median Salary for Recent Graduates

\$40,000