

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 IT 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 IT – 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 Technical Support program gain both theoretical and hands-on training. Students will earn the Google IT Support Certificate.

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, 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 Degrees at Once!

With an additional 12 credits, students can earn both the Information Technology - Network Specialist and Information Technology - Technical Support 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.

Transfer Opportunities

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

Visit the Transfer Opportunities (<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

- \$141.00 per credit (resident)
- \$211.50 per credit (out-of-state resident)
- Online students are not charged out-of-state fees.
- Please refer to the MPTC Student Handbook (<http://www.morainepark.edu/studenthandbook/>) for additional enrollment fee information.

Financial Aid

Financial Aid is provided to aid eligible associate degree and technical diploma programs with 28 credits or more. Processing can take 6-8 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
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/academic-programming/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/academic-programming/general-education/behavioral-social-science/)		3
Credits		18
Semester 3		
150-141	Computer Network Installation	3
152-133	IT Project Management	3
154-117	Computer Hardware Support	3
154-125	Mobile Device Management	3
Mathematics Course (https://catalog.morainepark.edu/academic-programming/general-education/mathematics/)		3
Credits		15

Semester 4		
150-115	Emerging Innovations in Technology	3
150-130	IT Administration	3
154-128	Scripting	3
154-134	IT Technical Support Specialist Capstone	3
Social Science Course (https://catalog.morainepark.edu/academic-programming/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/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

\$35,357