

# IT User Support Technician

## Technical Diploma

This Technical Diploma is designed to give the student the skills necessary to support the computer users and their computers. Student will be able to manage, configure and troubleshoot common computer hardware and software issues, configure and troubleshoot network access, and develop customer service skills. This diploma will prepare the student for the CompTIA A+ certification exam.

## Program Outline

TERM 1		
Course #	Course Title	Credits
1015011400	<b>Network+ Fundamentals</b> This course explores network cabling and hardware devices, switching and routing, security, addressing, Ethernet and wireless, LANs and WANs, operations and management, and optimization and troubleshooting. This course is aligned with the CompTIA Network+ (N10-008) certification exam.	3.00
1080119600	<b>Oral Interpersonal Communication</b> Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
1015414000	<b>A+ Computer Essentials</b> This course explores computer hardware, operating systems, software, networking, troubleshooting, virtualization, and security concepts. This course is aligned with the CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) certification exams.	3.00
1015015000	<b>Windows Client</b> This course explores enterprise client operating system installation, configuration, performance, access, management, and protection. This course is aligned with the Microsoft 365 Certified: Endpoint Administrator Associate certification exams. Prerequisite: 1015414000 A Plus Computer Essentials (C or better).	3.00
1015417000	<b>Help Desk Fundamentals</b> This course explores IT service management within the ITIL framework, including customer service, end-user support, troubleshooting, helpdesk applications, and the creation and delivery of IT training to others.	3.00
1015110500	<b>Digital Literacy with Cyber Security</b> This course will cover identifying and differentiating between major computer components, Microsoft Windows operating system and application operations, computing environment issue troubleshooting, making connections between office network devices, file management, and basic cybersecurity threats and best practices.	1.00
<b>Total Credits: 16.00</b>		

Talk with a Success Coach about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

## At A Glance

## How You'll Learn

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### 2024 Start Dates

January 8	June 3
February 5	July 1
March 4	August 26
May 6	October 21

[VIEW FULL ACADEMIC CALENDAR](#)

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### What is Competency-Based Education?

Competency-Based Education (CBE) is learning at your own pace by mastering competencies through demonstration. Once all competencies for a program have been assessed and mastered, students will earn a certificate, diploma, or degree.

[LEARN MORE ABOUT CBE](#)

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### Program Tuition\*

\$2,990

### Books & Supplies\*

\$322

\*Total cost for degree completion is estimated by current course requirements, books, and supplies. Tuition and fees are set by the Wisconsin Technical College System and subject to change.

► [Potential Indirect Costs](#)

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### What You'll Learn

- Support and maintain computer and mobile hardware

- Support and maintain desktop computer operating systems
- Manage computer network connected devices
- Demonstrate customer service skills as an IT professional

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## Your Potential Careers

- Computer Support Specialist
- Technical Support Specialist
- Help-Desk Technician
- Network Administrator
- Systems Administrator

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## Median Annual Salary

\$47,206	\$48,426	\$49,893
Local	State	National

Lightcast 2023.1

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## Get Started

Your application can be submitted online, it takes just a few minutes to complete.

[APPLY NOW](#)