IT USER SUPPORT TECHNICIAN

Technical Diploma
Program Code: 30-154-5
Total Credits: 24

The IT User Support Technician program teaches the skills necessary to support computer users and their computers. Students 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 program will cover the fundamentals of networking, security, hardware, and troubleshooting. Students will get hands-on experience with common network hardware, security tools, and common operating systems. They will also be immersed in a variety of activities including building a network from scratch, lock picking, rebuilding a desktop computer, learning scripting techniques, and interactive labs with server and client operating systems.

Estimated tuition and fees: mstc.edu/programcosts

ACADEMIC ADVISOR
To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit **mstc.edu/advising**.

CHECKLIST:
This section will be completed when meeting with your academic advisor.

❑ FAFSA (www.fafsa.gov)

❑ Financial Aid Form(s)

   Form(s): _____

❑ Follow-Up Appointment:

   Where: _____

   When:_____

   With:_____

❑ Official Transcripts
   Mid-State Technical College
   Student Services Assistant
   1001 Centerpoint Drive
   Stevens Point, WI 54481

❑ Other:_____

   _____

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MID-STATE TECHNICAL COLLEGE

ADAMS CAMPUS
401 North Main
Adams, WI 53910

MARSHFIELD CAMPUS
2600 West 5th Street
Marshfield, WI 54449

STEVENS POINT CAMPUS
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
500 32nd Street North
Wisconsin Rapids, WI 54494

HIGH SCHOOL STUDENT

COLLEGE TRANSFER

RETURNING ADULT

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at **mstc.edu/cpl**.

CERTIFICATE

COMMUNICATION ESSENTIALS
Certificate • 9 Credits

For more information and additional opportunities, visit **mstc.edu/career-accelerator**.

TECHNICAL DIPLOMA

IT USER SUPPORT TECHNICIAN
Technical Diploma • 24 Credits

Start Your Career
- Desktop Support Specialist
- Help Desk Technician
- Technical Support Specialist

ASSOCIATE IN APPLIED SCIENCE (AAS)

IT NETWORK SPECIALIST
Associate in Applied Science (AAS)
60 Credits

Start Your Career
- Computer Network Support Specialist
- Hardware Support Specialist
- Network Administrator

IT CYBERSECURITY SPECIALIST
Associate in Applied Science (AAS)
60 Credits

Start Your Career
- Computer Security Specialist
- Information Security Analyst
- Security Operations Center (SOC) Analyst

BACHELOR'S DEGREE

BACHELOR'S DEGREE OPTIONS
Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Maryland Global, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private–Nonprofit Universities/Colleges.

For more information and additional opportunities, visit **mstc.edu/transfer**.

OTHER OPTIONS

RELATED PROGRAMS
- IT Network Specialist
- IT Software Developer

OUTCOMES

Employers will expect you, as an IT User Support Technician graduate, to be able to:

• Support and maintain computer and mobile hardware.
• Support and maintain computer operating systems.
• Manage computer network connected devices.
• Demonstrate customer service skills as an IT professional.

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Students are notified of TSA reporting in their final few courses of the program.

NOTES:

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STUDENT HANDBOOK

Visit **mstc.edu/studenthandbook** to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

GPS for Student Success ✎
10890102 ....1 credit
Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

College Reading and Writing 1
10831104 ....3 credits
Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

Pre-Algebra
10834109 ....3 credits
Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

SAMPLE FULL-TIME CURRICULUM OPTION

Term		12 credits
10150110	Networking I ☑	3
10151105	Linux	3
10154102	IT Essentials ☑	3
10804135	Quantitative Reasoning ☑	3

Term		12 credits
10150120	Server Administration-Beginning	3
10150165	Network Server Scripting	3
10151110	Information Security 1 ☑	3
10801196	Oral/Interpersonal Communication ☑	3

Total credits 24

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at **mstc.edu/cpl** or contact your advisor for details.

Please Note:
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to **mstc.edu/schedule**.

SAMPLE PART-TIME CURRICULUM OPTION

Term		6 credits
10151105	Linux	3
10154102	IT Essentials ☑	3

Term		6 credits
10150120	Server Administration-Beginning	3
10801196	Oral/Interpersonal Communication ☑	3

Term		6 credits
10150110	Networking I ☑	3
10804135	Quantitative Reasoning ☑	3

Term		6 credits
10150165	Network Server Scripting	3
10151110	Information Security 1 ☑	3

Total credits 24

MULTIPLE MEASURES	
Multiple Measures Writing (MMW): High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better	**Multiple Measures Reading (MMR):** High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better
Multiple Measures Math 1 (MMM_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better	**Multiple Measures Math 2 (MMM_2):** High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better
Multiple Measures Science 1 (MMS_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better	**Multiple Measures Science 2 (MMS_2):** High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

Information Security 1
10151110..3 credits
Introduces students to the fundamentals of information security. Topics include security terms and concepts, risk assessment, cryptography, monitoring and auditing, attacks and techniques, and the legal and ethical issues associated with informationsecurity. This course aligns with the CompTIA Security+ certificate. Students can take this certification exam after completing this course.
Corequisite: Networking 1 10150110

IT Essentials ✎
10154102 ....3 credits
An introduction course that aligns with the CompTIA A+ certification. This class is designed to teach students how to build, configure, secure, network, and troubleshoot PCs.

Linux
10151105 ....3 credits
Covers introductory Linux topics, including operating system basics, system installation, file system management, file system administration, and basic commands. This course aligns with the CompTIA Linux+ certificate. Students can take this certification exam after completing this course.

Network Server Scripting
10150165 ....3 credits
Provides best practices and techniques in Linux and Windows shell and command line scripting using PowerShell and BASH.
Prerequisite: IT Essentials 10154102; Corequisites: Server Administration-Beginning 10150120 and Intro to Programming 10152101 or Networking 1 10150110

Networking I ✎
10150110..3 credits
Introduces the architecture, structure, functions, components, and models of the Internet and other computer networks. The principles and structure of IP addressing and the fundamentals of Ethernet concepts, media, and operations are introduced to provide a foundation for the curriculum. By the end of the course, participants will be able to build simple LANs, perform basic configurations for routers and switches, and implement IP addressing schemes. This course is the first of three courses that align with CCNA certification. Covers the objectives of the first CCNA exam.

Oral/Interpersonal Communication ✎
10801196 ....3 credits
Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.
Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 236 and Writing of 237 or ACT of 15 Reading/16 English

Quantitative Reasoning ✎
10804135..3 credits
This course is intended to develop analytic reasoning and the ability to solve quantitative problems. Topics to be covered may include construction and interpretation of graphs; descriptive statistics; geometry and spatial visualizations; math of finance; functions and modeling; probability; and logic. Appropriate use of units and dimensions, estimates, mathematical notation, and available technology will be emphasized throughout the course.
Prerequisite: High School GPA of 2.6 and MMM_1 or Accuplacer QAS 241 or ACT Math score of 19 or Pre-Algebra 10834109 or College Math 10804107 with a "C" or better

Server Administration-Beginning
10150120 ....3 credits
Develops skill in the design, installation, administration, and management of computer networks. Topics include network design; installation and configuration of a commonly used network operating system; service packs and updated drivers; user accounts, groups, profiles, and policies; file system security; printer management; and application software installation, backup, and recovery.
Prerequisite: IT Essentials 10154102; Corequisite: Linux 10151105