



# 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](http://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](http://mstc.edu/advising).

### NEW STUDENT CHECKLIST

Complete the following steps to prepare for your New Student Advising appointment with your academic advisor:

- ☐ Submit a Mid-State application at [mstc.edu/apply](http://mstc.edu/apply).
- ☐ Send official transcripts to:  
Mid-State Technical College  
Student Services  
1001 Centerpoint Drive  
Stevens Point, WI 54481
- ☐ Complete the Free Application for Federal Student Aid (FAFSA) at [fafsa.gov](http://fafsa.gov). Mid-State's Financial Aid team is available to assist with your FAFSA application and to answer your financial aid questions. Contact Financial Aid or schedule an appointment at [mstc.edu/financial-aid](http://mstc.edu/financial-aid).
- ☐ Set up student MyCampus account at [mstc.edu/mycampus-assistance](http://mstc.edu/mycampus-assistance).
- ☐ Schedule a New Student Advising appointment at [mstc.edu/advising](http://mstc.edu/advising).



[mstc.edu](http://mstc.edu) • 888.575.6782 • TTY: 711



**ADAMS CAMPUS**  
401 North Main  
Adams, WI 53910

**MARSHFIELD CAMPUS**  
2600 West 5th Street  
Marshfield, WI 54449

**STEVENS POINT  
DOWNTOWN CAMPUS**  
1001 Centerpoint Drive  
Stevens Point, WI 54481

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

# CAREER PATHWAY • BEGIN AT ANY POINT



## 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](https://mstc.edu/cpl).

## CERTIFICATE

### COMMUNICATION ESSENTIALS

Certificate • 9 Credits

For more information and additional opportunities, visit [mstc.edu/career-accelerator](https://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

For those interested in continuing their education, Mid-State offers transfer agreements with various four-year colleges and universities. For more information and additional opportunities, visit [mstc.edu/transfer](https://mstc.edu/transfer).

## OTHER OPTIONS

### RELATED PROGRAMS

- IT Network Specialist
- IT Software Developer

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

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
		<b>Total credits 24</b>

This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at [mstc.edu/cpl](https://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](https://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
		<b>Total credits 24</b>

## MULTIPLE MEASURES

<b>Multiple Measures Writing (MMW):</b> High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better	<b>Multiple Measures Reading (MMR):</b> High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better
<b>Multiple Measures Math 1 (MMM_1):</b> 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	<b>Multiple Measures Math 2 (MMM_2):</b> 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
<b>Multiple Measures Science 1 (MMS_1):</b> High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better	<b>Multiple Measures Science 2 (MMS_2):</b> 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.*

# COURSE DESCRIPTIONS

## 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 information security. 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 introductory course covering essential IT support and computer hardware skills. Students will learn to build, configure, secure, network, and troubleshoot PCs, along with an introduction to operating systems, basic networking concepts and configuration used in end devices, basic server functions, mobile devices, and printers—preparing them for entry-level IT roles.

## 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*