



Desktop Support Technician

26-credit Technical Diploma

www.wctc.edu/desktop-support

If you have a good sense of organization, are a problem-solver and logical thinker, a career in desktop support may be right for you. Those in this field must be mindful of deadlines as well as the computer user's time. They need to see the problem through from start to finish – initial report to resolution.

About This Program

Desktop support technicians are among the first ones called when a technology problem arises with an employee's computer or a company's network. They provide remote or on-site support, troubleshooting and problem-solving. Develop skills in hardware/software installation and configuration, troubleshooting and problem resolution, customer support and networking fundamentals.

What Makes This Program Unique

- The IT Student Center provides IT students with a wealth of resources to practice their skills, complete group projects and work with mentors.
- Hands-on activities and coursework provide opportunities to prepare for Microsoft Windows and Server, ITIL and CompTIA A+ certifications.
- Job outlook is strong as technology continues to upgrade and change at a fast pace.
- Advance your career by applying credits earned in this technical diploma to the Computer Support Specialist associate degree.

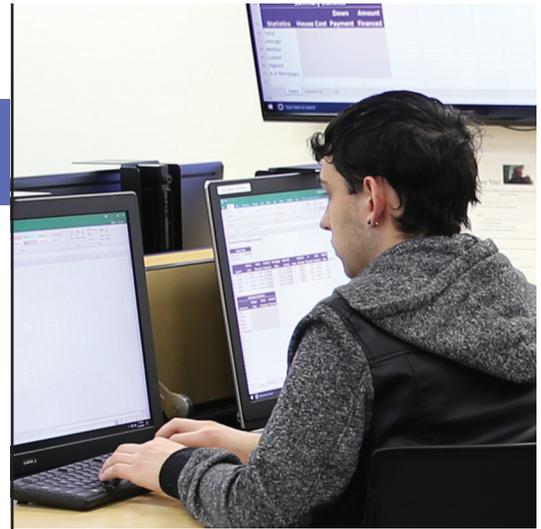
Career Salaries

\$29,000 – \$51,000 annually

Salary range estimates based on wages for related occupations in Waukesha County as reported by Economic Modeling Specialists International (EMSI). Individual wages may vary based on experience, industry, location and specific job requirements.

Potential Careers

- Desktop Support Technician
- Desktop Support Specialist
- Computer User Support Specialist
- Help Desk Technician
- IT Service Desk Analyst



PROGRAM CODE 31-154-1

CORE COURSES:

Credits

107-102	IT Support	2
107-103	IT Business Strategies	3
150-121	Enterprise Clients	3
150-122	Intro to PowerShell Scripting	1
150-137	MS Server 2016	3
150-190	Network Fundamentals	2
154-133	Application Suite	3
154-137	Emerging Technologies	2
154-143	IT Service Management	3
154-145	IT Support Capstone	1
631-183	IT Essentials A+	3

