



IT - Computer Support Specialist

61-credit Associate of Applied Science Degree

www.wctc.edu/computer-support

If you are a tech-savvy problem-solver, then a career in computer support might be right for you! Those who work in this field must be good listeners, have strong customer service skills and be patient, especially when helping end users walk through steps needed to remedy a problem.

About This Program

Computer support specialists install equipment, assist users with technology or software issues, troubleshoot when problems arise and serve as a resource for end-users. Gain skills in problem solving, team building, service management and interpersonal communication. Become proficient at installing and updating computer operating systems and working with hardware and networks.



Career Salaries

\$42,600 – \$68,300 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

Computer Support Technician
IT Service Desk Analyst
Support Technician
Software Trainer
End-User Support Specialist

What Makes This Program Unique

- Leverage current industry-standard software solutions, including Microsoft Desktop and Server operating systems, Microsoft Office, Apple IOS, Microsoft 365 and Azure, Scrum Framework and ServiceNow.
- Prepare for Microsoft Windows and Server, ServiceNow and CompTIA A+ certifications.
- Earn two degrees in three years by combining IT - Computer Support Specialist with IT - Network Specialist. Learn more about this dual degree option.



PROGRAM CODE 10-154-3

CORE COURSES

Credits

107-102	IT Support	2
107-103	IT Business Strategies	3
107-119	System Analysis Agile Methods	3
107-137	IT Internship	1
150-121	Enterprise Clients	3
150-122	Intro to PowerShell Scripting	1
150-137	MS Server	3
150-190	Network Fundamentals	2
151-106	Security I	3
154-133	Application Suite	3
154-137	Emerging Technologies	2
154-139	Train the Trainer	3
154-142	IT Service Practicum	2
154-143	IT Service Management	3
154-144	Cloud Services Administration	3
154-145	IT Support Capstone	1
156-108	Intro to Databases & Reporting	1
631-183	IT Essentials A+	3

GENERAL STUDIES

801-136	English Composition 1	3
801-198	Speech	3
804-133	Math & Logic	3
809-143	Microeconomics	3
809-196	Intro to Sociology	3
809-199	Psychology of Human Relations	3
890-108	Employment Success	1



WAUKESHA
COUNTY TECHNICAL
COLLEGE

Hands-on
Higher Ed