



IT - Service Desk Technician

4-credit Apprenticeship

www.wctc.edu/it-service-appr

If you are a tech-savvy problem-solver, working as an IT service desk technician may 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 resolve a problem.

About This Program

IT service desk technicians are tasked with fielding incoming technical support communications and tickets; troubleshooting; communicating over the phone, email and online chat; and resolving user inquiries. Additionally, they may schedule maintenance on computer systems and teach clients to use software programs.



Career Salaries

\$42,000 - \$72,000 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

Computer Support Technician
Technical Analyst
Service Desk Technician
Technical Support Specialist
Help Desk Specialist

What Makes This Program Unique

- Partner with a local business to obtain an apprenticeship, then enroll in this program to obtain both on-the-job training and college courses.
- The IT Student Center provides IT students with a wealth of resources to practice their skills, complete group projects and work with mentors and tutors.
- Job outlook is strong as technology continues to upgrade and change at a fast pace.



PROGRAM CODE 50-154-1

Credits

CORE COURSES

154-701	Research and Troubleshooting	2
154-702	Service Desk Documentation	1
154-703	Serv Desk Professional Skills	1

