

IT USER SUPPORT TECHNICIAN

Technical Diploma

Program Code: 30-154-5

Total Credits: 25

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.

To learn more about this program, visit mstc.edu/programs.

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.

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.
- Send official transcripts to:
Mid-State Technical College
Student Services
500 32nd Street North
Wisconsin Rapids, WI 54494
- Complete the Free Application for Federal Student Aid (FAFSA) at 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.
- Set up student MyCampus account at mstc.edu/mycampus-assistance.
- Schedule a New Student Advising appointment at mstc.edu/advising.

mstc.edu • 888-575-6782 • TTY: 711



Adams Campus • Marshfield Campus • Stevens Point Downtown Campus • Wisconsin Rapids Campus • Virtual Campus • AMETA® Center

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715-422-5325 • AAEO@mstc.edu. 3/2026-AC

CAREER PATHWAY



Career pathways help you build your education step by step. Each stage offers one or more credentials that are recognized by employers and lead to real jobs—and you can keep building toward your career goals as you go.

Begin at any point.

Prior Learning

Credit for Prior Learning

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

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

High School Credit

- High School Dual Credit
- Mid-State Fast Track

Learn about High School Credit at mstc.edu/dc.

Certificate

- Communication Essentials (9 Credits)

Technical Diploma

- IT User Support Technician (25 Credits)
Start Your Career: IT Customer Support Technician, IT Field Technician, IT Operations Support Technician, System Support Technician, Technical Support Analyst

Associate Degree

- IT Network Specialist (61 Credits)
Start Your Career: Field Services Technician, Network Operations Technician, Network Support Specialist/Administrator, Network Support Technician, System/Server Administrator
- IT Cybersecurity Specialist (61 Credits)
Start Your Career: Information Security Specialist, Junior Penetration Tester, Security Engineer, Security Operations Center (SOC) Analyst, Systems Administrator

Bachelor's Degree

For those interested in continuing their education, Mid-State offers transfer guides with various four-year colleges and universities. For more information, visit mstc.edu/transfer.

Other Options

Related Programs: IT Network Specialist, IT Software Developer, IT Cybersecurity Specialist

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. Faculty will let students know when and how the TSA is being assessed in the program.

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. Some students are exempt from this requirement. Please see your academic advisor for more information.

ADDITIONAL COURSES AS NEEDED

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

MULTIPLE MEASURES

Students can place into courses using high school GPA and completed classes. Placement can be determined in the following ways:

- **Multiple Measures Writing (MMW)**
High school GPA of 2.6 & 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 & 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 & successful completion of 1.0 credit 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 & 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 & successful completion of 1.0 credit of high school lab science course with a "C" or better
- **Multiple Measures Science 2 (MMS_2)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school chemistry with a "C" or better

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

SAMPLE FULL-TIME CURRICULUM OPTION

IT User Support Technician • 25 Total Credits

Term 13 Credits	Course Number	Course Name	CPL	Credits
	10150110	Networking I	Yes	3
	10151105	Linux	No	3
	10154102	IT Essentials	Yes	3
	10152101	Intro to Programming	Yes	3
	10890102	GPS for Student Success	Yes	1

Term 12 Credits	Course Number	Course Name	CPL	Credits
	10150120	Server Administration-Beginning	No	3
	10150165	Network Server Scripting	No	3
	10151110	Information Security 1	Yes	3
	10801196	Oral/Interpersonal Communication	Yes	3

Please Note

- Credit for Prior Learning (CPL) options are available for some courses. You can visit mstc.edu/cpl or contact your academic advisor for details.
- 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.
- Get the latest updates online at mstc.edu.

SAMPLE PART-TIME CURRICULUM OPTION

IT User Support Technician • 25 Total Credits

Term 7 Credits	Course Number	Course Name	CPL	Credits
	10151105	Linux	No	3
	10154102	IT Essentials	Yes	3
	10890102	GPS for Student Success	Yes	1

Term 6 Credits	Course Number	Course Name	CPL	Credits
	10150120	Server Administration-Beginning	No	3
	10801196	Oral/Interpersonal Communication	Yes	3

Term 6 Credits	Course Number	Course Name	CPL	Credits
	10150110	Networking I	Yes	3
	10152101	Intro to Programming	Yes	3

Term 9 Credits	Course Number	Course Name	CPL	Credits
	10150165	Network Server Scripting	No	3
	10151110	Information Security 1	Yes	3

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.

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 I 10150110, Linux 10151105

Intro to Programming

10152101

3 credits

Applies the basic concepts of computer programming having learners build Python applications, with an emphasis on problem solving, structured programming, debugging, and testing. Additional topics include: online software development resources, programming and documentation standards, variable lifetime/scope, data types, control structures (conditions and iterations) working within Microsoft Windows, and mathematical calculations.

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; Corequisite: Server Administration-Beginning 10150120 and Intro to Programming 10152101

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 or College Reading and Writing 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