NICOLET COLLEGE

IT User Support Technician

Technical Diploma

This Technical Diploma is designed to give students the skills necessary to support the 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.

Program Outline

TERM 1

Course #	Course Title	Credits
1015011400	Network+ Fundamentals This course explores network cabling and hardware devices, switching and routing, security, addressing, Ethernet and wireless, LANs and WANs, operations and management, and optimization and troubleshooting.	3.00
1080119600	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
1015414000	A+ Computer Essentials This course explores computer hardware, operating systems, software, networking, troubleshooting, virtualization, and security concepts.	3.00
1015015000	Windows Client This course explores enterprise client operating system installation, configuration, performance, access, management, and protection. Prerequisite: 1015414000 A Plus Computer Essentials (C or better).	3.00
1015417000	Help Desk Fundamentals This course explores IT service management within the ITIL framework, including customer service, end-user support, troubleshooting, helpdesk applications, and the creation and delivery of IT training to others.	3.00
1015110500	Digital Literacy with Cyber Security This course will cover identifying and differentiating between major computer components, Microsoft Windows operating system and application operations, computing environment issue troubleshooting, making connections between office network devices, file management, and basic cybersecurity threats and best practices.	1.00

Total Credits: 16.00

Talk with a Success Coach about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

At A Glance

How You'll Learn

Next Academic Start Dates

11
JAN

Spring 2027 Term Starts

15
MAR

Additional Spring 2027 Start for Select Courses

VIEW FULL CALENDAR

What is Competency-Based Education?

Competency-Based Education (CBE) is learning at your own pace by mastering competencies through demonstration. Once all competencies for a program have been assessed and mastered, students will earn a certificate, diploma, or degree.

LEARN MORE ABOUT CBE

Program Tuition*

$2,615

Books & Supplies*

$322

*Total cost for degree completion is estimated by current course requirements, books, and supplies. Tuition and fees are set by the Wisconsin Technical College System and subject to change.

Financial Aid Eligible

▸ Potential Indirect Costs

What You'll Learn

- 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

Your Potential Careers

- Computer Support Specialist
- Technical Support Specialist
- Help Desk Technician
- Network Administrator
- Systems Administrator

Median Annual Salary

Local	State	National
$47,206	$48,426	$49,893

Lightcast 2023.1

Get Started

Your application can be submitted online, it takes just a few minutes to complete.

APPLY NOW