



APPRENTICESHIP PROGRAM

Information Technology and Systems / Information Technology Specialist

PROGRAM OUTCOMES:

Provide students with a solid foundation of technical skills while having the opportunity to specialize in development and networking. Prepares students to enter technology fields such as software development, helpdesk technical support or computer network design and support.

PROGRAM LENGTH:

Years: 1
Diploma hours: 480
AAS hours:
A probationary period of 90 days

RELATED TECHNICAL INSTRUCTION (RTI):

Certificate(s), Diploma, AAS Degree

ON-THE-JOB TRAINING (OJT) COMPETENCIES:

- Perform routine network startup and shutdown procedures and maintain control records.
- Perform data backups and disaster recovery operations.
- Configure, monitor, and maintain email applications or virus protection software.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Analyze equipment performance records to determine the need for repair or replacement.
- Confer with network users about how to solve existing system problems.



JOB FUNCTIONS:

- Train others in computer interface or software use.
- Maintain the inventory of equipment.
- Collect data about customer needs.
- Update knowledge about emerging industry or technology trends.
- Document network-related activities or tasks.
- Test software performance.
- Install computer hardware.
- Recommend changes to improve computer or information systems.
- Resolve computer software problems.

SKILLS:

Adaptability, Detail-Oriented, Problem solving, Communication, Efficient, Customer Oriented, Critical Thinking, and Accounting Software

