
Appendix A

IT SUPPORT SPECIALIST

WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE



Appendix A

WORK PROCESS SCHEDULE IT SUPPORT SPECIALIST

O*NET-SOC CODE: 15-1151.00 **RAPIDS CODE:** 1059CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based ☒ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of **IT Support Specialist** is **Competency Based** supplemented by the minimum required 144 hours of related instruction per year.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: **1** Apprentice(s) to **1** Journeyworker(s).

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: \$ **25.00** /per hour.

Period	Wage (Hourly)	Description
1	16.00	6 months + hours
2	16.50	6 months + hours
3	17.00	6 months + hours
4	17.50	6 months + hours

5. PROBATIONARY PERIOD

Applicants selected for apprenticeship will serve a probationary period of **1000** Hours.



6. SELECTION PROCEDURES

Applicants will be selected by individual participating employer sponsors using selection method #4, as outlined in the California Code of Regulations, Title 8, Chapter 2, Part 1, Section 215, Chapter 6, from a pool of eligible created during the established recruiting process in accordance with the State and Federal Equal Opportunity regulations.

1. Minimum age of all applicants shall be 16 years. There is no maximum age;
2. Educational prerequisite for entry: High school diploma or GED/equivalent;
3. Physical prerequisites: Applicant must have the ability to safely perform the work of the trade/occupation. Physical examination required for entry is at no cost to the applicant and the physical exam will be defined by the individual employersponsor.
4. Written Test: Administered by Faculty and/or Program Coordinator
5. Oral Interview: None Required
6. All applicants will be notified in writing of Acceptance or Rejection.
7. If rejected, reasons for rejections will be stated.
8. A pool of applicants will be established and maintained for two years as follows:
 - a. Interested applicants will have an opportunity to attend a publicorientation and enroll in the program's employment preparation course. Completers of the course will be guided through the development of a resume and job application, which will be published to participating employer partners.
9. And applicants will be employed as follows:
 - a. Applicants will follow directives of individual employer partners throughjob application, interview and pre-screening.
 - b. Applicant's prior work experience and training will be evaluated by the committee at the time of registration, and appropriate credit will be given toward a higher apprenticeship and/or wage bracket. Apprentice applicant must verify, in writing, all past experience/education for consideration of credit.
 - c. Each participating employer sponsor, upon determination of the need to employ and train an apprentice, will register an apprentice after upholding a fair and consistent sourcing, recruiting, and evaluation process;
 - d. Participating employer sponsors will report recruitment and selection data annually to the Program Name Apprenticeship Training Program coordinator/director;
 - e. Minimum age of all applicants shall be 16 years. There is no maximum age;
 - f. Educational prerequisite for entry: High school diploma or GED/equivalent;
 - g. Physical prerequisites: Applicant must have the ability to safely perform the work of the trade/occupation. Physical examination required for entry is at no cost to the applicant and the physical exam will be defined by the individual employer sponsor.
 - h. Drug screening prior to employment, as well as random drug screening throughout the apprenticeship program may be required for selection and/or continued participation/employment;
 - i. General aptitude or other skills test shall be defined by the individual employer sponsor and administered by the employer sponsor or its delegated agent;
 - j. Oral interview is per employer sponsor's individual selection procedures with selection documentation to be on file with the Program Name program director/coordinator.



WORK PROCESS SCHEDULE IT SUPPORT SPECIALIST

O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 1059CB

On-the-Job Learning Outline

Sets up and removes employee or client workstations or devices, including setting up access control.		
Competencies	Date Completed	Initial
A. Sets up desktop, laptop, and other devices for employees		
B. Installs software on network or individual users' computers, laptops or devices and sets up appropriate access controls or authorities		
C. Sets-up user identifications and passwords and implements policies regarding passwords and user/administrator permissions		
D. Establishes secure external connections to network or desktops using secure remote access technology		
E. Installs printers on networks or individual devices		
F. Sets-up network map, employee folders and centralized data repositories		
G. Sets-up email account for users and establishes storage limits and backup parameters		
H. Maintains and manages software licenses		
I. Removes users from network, archives data and files, removes workstations, and disables devices for users exiting the organization or prohibited from using IT resources		

Installs, provides user support for, or troubleshoots hardware and commercial software.		
Competencies	Date Completed	Initial
A. Uses FAQ's or other job aids to troubleshoot hardware or software faults		
B. Uses logic to discover source of faults and recommends appropriate solutions		
C. Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages		
D. Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor		
E. Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches		
F. Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems		

Supports internal or external clients in the use of audio/visual technology and conference technology.		
Competencies	Date Completed	Initial
A. Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related devices		
B. Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing		
C. Tests equipment and software prior to use to ensure sound and video quality is acceptable		
D. Sets up, schedules, and manages web-based or video conferences		
E. Provides support to users during meetings, conferences, or webinars		
F. Sets up user accounts or voice technologies or systems, including voicemail		



Installs, maintains, and troubleshoots networks. Makes minor software modifications to improve performance or customize to user needs.		
Competencies	Date Completed	Initial
A. Installs and maintains wired and wireless networks		
B. Connects devices to networks physically and using remote access technology		
C. Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses		
D. Tests resiliency of security devices or software and monitors bandwidth utilization		
E. Establishes and sets access levels and permissions based on employees' job roles and company policies		
F. Assists in setting up, configuring, and managing servers, including data and storage		
G. Sets up user identification parameters on servers		
H. Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies		



RELATED INSTRUCTION OUTLINE IT SUPPORT SPECIALIST

O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 1059CB

Through consultation with the Apprenticeship Committee and the indenturing employer, apprentices will select an applicable program of study/course track and complete a minimum of 144 hours of related instruction per year of apprenticeship. Courses will be approved by the Apprenticeship Committee and made available to applicable apprentices by approved education providers/institutions. Apprentices will enroll in, and complete, the required coursework that satisfies the minimum requirements of the program. Prior applicable education and training will be credited towards completion of related education requirements and apprentices will be offered tracks advancing their technical aptitude in the profession.

Source: Moreno Valley College

The following related training outline identifies the courses that are currently identified as suggested course work for this occupation:

- Applied Business and Management Ethics – 54 hours
- Business Communication – 54 hours
- Computer Network Fundamentals – 80 hours
- Introduction to Business – 54 hours
- Introduction to Computer Information Systems – 72 hours
- Information and Communication Technology Essentials – 54 hours
- Information and Network Security – 54 hours
- Installing Configuring & Administering Microsoft OS – 80 hours
- Introduction to Operating Systems – 72 hours
- Systems and Network Administration – 80 hours

Optional Supplemental Instruction

- Calculus I – 90 hours
- Computer Architecture and Organization: Assembly – 72 hours
- Fundamentals of Systems Analysis – 72 hours
- Introduction to Cybersecurity: Ethical Hacking – 72 hours
- Introduction to Database Theory – 54 hours
- Introduction to Programming Concepts and Methodology I: C++ - 72 hours
- Routing and Switching Essentials – 80 hours



Appendix A = Work Process Schedule and Related Instruction Outline by LAUNCH Apprenticeship Network, Department of Labor (DOL) – Apprenticeship Building America (ABA) Grant, FoundationCCC is licensed under CC BY 4.0.

This workforce product was funded by a \$4,697,637 grant awarded to Riverside Community College District by the U.S. Department of Labor (DOL) – Apprenticeship Building America (ABA) Grant. The total cost of the product is financed with 100% Federal funds. The product was created by the recipient and does not necessarily reflect the official position of DOL-ETA. DOL-ETA makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.