Information Technology Support Technician
WORK PROCESSES & SKILLS

Work Processes & Skills

- Sets up and removes employee or client workstations or devices, including setting up access control.

- Installs, provides user support for, or troubleshoots hardware and commercial software.

- Supports internal or external clients in the use of audio/visual technology and conference technology.

- Installs, maintains and troubleshoots networks. Makes minor software modifications to improve performance or customize to user needs.

REGISTERED WITH:

DIVISION OF APPRENTICESHIP STANDARDS
DAS
STATE OF CALIFORNIA
DEPARTMENT OF INDUSTRIAL RELATIONS

DEPARTMENT OF LABOR
UNITED STATES OF AMERICA

LAUNCH

APPRENTICESHIP PROGRAM OUTLINE

Information Technology Support Technician
WORK PROCESSES & SKILLS

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than **144 hours per year**. Related and supplemental instruction will be provided by Community Colleges. Time spent in related and supplemental instruction may not be compensated. The following related training outline identifies subject matter that must be mastered by the Apprentice (although not necessarily in the order listed) in order to successfully complete the program. While working, apprentices must complete a minimum of 144 hours of instruction per year. Leading up to on-the-job learning, apprentices may frontload the related instruction as full-time students. Based on previous education and experience, apprentices may need all or a portion of the RSI track.

Related Instruction Content May Include

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 OPERATING SYSTEMS	80 HOURS
SYSTEMS AND NETWORK ADMINISTRATION	80 HOURS

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