



APPRENTICESHIP PROGRAM OUTLINE

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:





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

REGISTERED WITH:



Information Technology Support Technician Apprenticeship Program 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.