

Sample Apprenticeship Posting: Computer Technician

What Will You Do:

Summary of the role and activities

Computer Technicians provide technical assistance to computer users, answering questions or resolving computer problems for clients in person, over the phone or digitally. Computer Technicians may also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, email, and operating systems.

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Answer user inquiries regarding computer software or hardware operation to resolve various problems (e.g., malfunctioning software, user account lock out).
- Oversee the daily performance of computer systems.
- Enter commands and observe system functioning to verify correct operations and detect errors.

Who You Are:

Preferring mindsets and interests

- **Team player:** Open communicators that want to help get things done and gather as much information as possible.
- **Service Orientation:** You have no issue making other people's problems your own.
- **Technical Mindset:** Technology does not have to be life, but it helps if you want to learn about and work with it. Some basic familiarity with the use of computers, hardware, and peripheral devices.

What You Have Done:

Educational Requirements for Applying Candidates

Applicants should be able to communicate clearly and concisely, both verbally and in writing.

Applicants should also be on track to master the following arithmetic competencies by the beginning of the apprenticeship in order to access potential college-level training content (as outlined in College Board Accuplacer Program Manual, October 2016):

- Can perform the basic arithmetic operations of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and mixed numbers
- Can make conversions among fractions, decimals, and percentages

What You Will Learn:

Occupational Competencies the apprentice will develop in the role

- **Tech Support:** Familiarity with the use of some components of commonly-used computer hardware, software, applications, etc. and a basic ability to diagnose customer problems and provide troubleshooting and issue resolution support.
- **IT/Hardware:** Basic familiarity with the use of computers, infrastructure, and peripheral devices and some knowledge of how to assemble, configure, install, maintain, and repair basic, commonly used hardware (e.g., desktops) and systems (e.g., company email).
- **Networking Tools and Concepts:** Basic ability to apply commonly-used networking tools/devices (e.g., routers, Ethernet, firewalls, frame relay, LAN, VPN, and WAN) and network security techniques and tools (e.g., encryption technology, wireless support, cloud services, and proxy servers).
- **Microsoft Office:** Demonstrated use of multiple end-user software packages and cloud solutions (which must include a business productivity suite such as MS Office or Google Docs) and working knowledge of how to install, configure, and maintain some of these packages in an enterprise environment

Foundational Competencies the apprentice will develop in the role

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, making sure to understand the severity of a problem to the end-user, and the impact to the business (e.g., network issue versus PC issue).
- **Service Orientation:** Actively looking for ways to help people and viewing role as the “IT Customer Service Department”; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one, utilizing technical common sense to reduce overall impact of decisions on the customer.
- **Critical Thinking:** Using logic and reasoning to identify the risks and rewards of alternative solutions, conclusions, or approaches to problems to improve operational efficiency; seeing the big picture and identifying patterns like a large number of tickets for the same type of issue; identifying opportunities for improvement by regularly reevaluating the status quo.

Apprenticeship Certifications

- This apprenticeship will include a minimum of 2 college courses