**Appendix A**

**WORK PROCESS SCHEDULE**

**AND**

**RELATED INSTRUCTION OUTLINE**

**Appendix A**

**WORK PROCESS SCHEDULE**

**HELP DESK TECHNICIAN**

**O\*NET-SOC CODE: 15-1232.00**  **RAPIDS CODE: 1131CB**

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

# APPRENTICESHIP APPROACH

Competency-Based

# TERM OF APPRENTICESHIP

Apprentices will receive training in the work experience as listed below. The following are the work processes the apprentice will learn and be able to perform on-the-job.  The term of the occupation is based on the apprentice’s completion of 400 hours of Related instruction and demonstration of the mastery of the competencies as specified and estimated to complete in approximately 1 years.

# RATIO OF APPRENTICES TO JOURNEYWORKERS

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

# 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.

Name: **HELP DESK TECHNICIAN**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Period** | **% of Journeyworker wage** | **Competencies** | **Wage (Hourly)** | **Description** |
|  |
| 1st | 60% | 7 | $15.00 |  |
|  |
| 2nd | 80% | 14 | $20.00 |  |
|  |
| End Wage | 100% | 21 | $25.00 |  |
|  |

# PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 160 hours .

# SELECTION PROCEDURES

**SECTION I – APPLICATION PROCEDURES**

* Applicants will be accepted for open apprentice roles based on business conditions. Every person requesting an application will have one made available. Applications are available upon request.
* All applications will be identical in form and requirements.
* Receipt of the properly completed application form will constitute receipt of a completed application.
* Completed applications will be checked for minimum qualifications. No further processing of applicants will occur if deficient in one or more qualifications or requirements or if false statements are made on their applications.
* Applicants meeting the minimum qualifications and submitting the required documents will be notified where and when to appear for an interview.

**SECTION II – SELECTION PROCEDURES**

* The sponsor has adopted the following selection procedures, consistent with the requirements set forth in 29 CFR § 30.10(b):
* The Sponsor will schedule interviews based upon hiring needs. All applicants who have met the minimum qualifications and have submitted the required documents must be notified of the date, time, and place to appear.
* Prior to the interview, each applicant will be required to review the Apprenticeship Standards and will be provided information about the program. If the applicant has any additional questions on the qualifications of needs additional information, it will be provided by the sponsor.
* The interviewer(s) will rate each applicant during the interview utilizing standardized questions taking into account the information on the application and required documents. The questions and responses will be maintained on file.
* After completing the interview and evaluation of the applicants, hiring manager will make a selection based on a best-fit assessment for the job opening.
* As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection by telephone or email. It will be the responsibility of the applicant to keep the Sponsor informed of their current mailing address and telephone number.
* Selected applicants must respond to the notice of selection within 72 hours of notice.

**Appendix A**

**WORK PROCESS SCHEDULE**

**HELP DESK TECHNICIAN**

**O\*NET-SOC CODE: 15-1232.00**  **RAPIDS CODE: 1131CB**

|  |
| --- |
| Data Analyst |
| Job Description: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. |
| RAPIDS Code: 1131CB | **O\*NET-SOC Code:** 15-1232.00 |
| Estimated Program Length: One year / 21 competencies  |
| Apprenticeship Type: |
| ☒ Competency-Based  | ☐ Time-Based  | ☐ Hybrid |

On-the-Job Learning Outline

|  |  |  |  |
| --- | --- | --- | --- |
| Competency Check List | Demonstrates Fundamentals: Apprentice can perform the task with some coaching. | Proficient in Task: Apprentice performs task properly and consistently. | Completion Date: Date apprentice completes final demonstration of competency. |
|  | **Demonstrates Fundamentals** | **Proficient in Task** | **Completion Date/Initials** |
| A. Install computer hardware.* Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
* Install hardware or peripheral equipment following specifications.
 |  |  |  |
| B. Modify the installation of software programs to improve performance.* Customize the initial installation of commercial programs for internal needs.
 |  |  |  |
| C. Install computer software.* Install software following specifications.
 |  |  |  |
| D. Provide technical support for software maintenance or use.* Answer user inquiries regarding computer software or hardware operation to resolve problems.
 |  |  |  |
| E. Monitor computer system performance to ensure proper operation.* Oversee the daily performance of computer systems.
 |  |  |  |
| F. Collaborate with others to resolve information technology issues.* Confer with users to provide technical assistance and support.
 |  |  |  |
| G. Resolve computer software problems.* Read technical manuals or conduct computer diagnostics to investigate and resolve problems.
 |  |  |  |
| H. Teach others to use computer hardware and software.* Develop training materials and procedures.
 |  |  |  |
| I. Train others in computer interface or software use.* Train users in the proper use of hardware or software.
 |  |  |  |
| J. Evaluate utility of software or hardware technologies.* Prepare evaluations of software or hardware.
 |  |  |  |
| K. Provide recommendations to others about computer hardware.* Recommend improvements or upgrades to computer hardware.
 |  |  |  |
| L. Recommend changes to improve computer or information systems.* Recommend improvements to computer or information systems
 |  |  |  |
| M. Collaborate with others to determine design specifications or details.* Confer with staff, users, and management to establish requirements for new systems or modifications.
 |  |  |  |
| N. Conduct research to gain information about products or processes.* Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
 |  |  |  |
| O. Update knowledge about emerging industry or technology trends.* Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
 |  |  |  |
| P. Read documents to gather technical information.* Read order sheets to prepare for delivery to users.
 |  |  |  |
| Q. Test software performance* Enter commands and observe system functions to verify correct operations and detect errors.
 |  |  |  |
| R. Test computer hardware performance* Inspect equipment to prepare for delivery to users.
 |  |  |  |
| S. Document operational activities.* Maintain records of daily IT activities, such as data usage, problems and remedial actions, and installation.
 |  |  |  |
| T. Maintain computer hardware.* Perform minor repairs to hardware or peripheral equipment.
 |  |  |  |
| U. Participate in staffing decisions.* Hire, supervise, and direct workers engaged in special project work, problem-solving, monitoring, and installation of data communication equipment and software.
 |  |  |  |

**Appendix A**

**RELATED INSTRUCTION**

**HELP DESK TECHNICIAN**

**O\*NET-SOC CODE: 15-1232.00**  **RAPIDS CODE: 1131CB**

|  |
| --- |
| **Help Desk/IT Support Technician** |
| **Name** | **Type** | **Hours** |
| **Dive into Your IT Technician Apprenticeship** | **Online project** | **20** |
| Soft-skills course: Develop your Soft Skills | Online course | Incl. in project |
| Soft-skills course: Learn how to Learn | Online course | Incl. in project |
| Course: Discover the profession of an IT Technician | Online course | Incl. in project |
| **IT Service Management on a Daily Basis** | **Online project** | **50** |
| Soft-skills course: Develop a Service-Minded Attitude | Online course | Incl. in project |
| Course: Discover Ticket Management With Zendesk | Online course | Incl. in project |
| **Develop the IT Infrastructure of an SME** | **Online project** | **70** |
| Course: Simulate your network diagram with Cisco Packet Tracer | Online course | Incl. in project |
| Course: Set up TCP/IP Networks | Online course | Incl. in project |
| **Install and Configure a Workstation** | **Online project** | **50** |
| Course: Assemble a Computer | Online course | Incl. in project |
| **Manage Windows Computers at Your Company** | **Online project** | **70** |
| Course: Set up Virtual Machines Using VirtualBox and vSphere  | Online course | Incl. in project |
| Course: Set up your PC using Windows 10  | Online course | Incl. in project |
| **Backup Workstations at Your Company** | **Online project** | **80** |
| Course: Discover cloud with Amazon Web Services | Online course | Incl. in project |
| Course: Set up Backup solutions | Online course | Incl. in project |
| Course: Learn the Command Line in Terminal | Online course | Incl. in project |
| Course: Protect your computer from viruses | Online course | Incl. in project |
| **Improve a Company's Information System** | **Online project** | **60** |
| Soft-skills course: Prepare professional written documentation | Online course | Incl. in project |
| Soft-skills course: Stay up-to-date with innovations in your field | Online course | Incl. in project |
| Soft-skills course: Improve your presentation skills | Online course | Incl. in project |
| **Weekly Online, Synchronous Mentorship with a Domain Expert from OpenClassrooms** | **Mentorship** |  |
| Total Training Hours  |  | 400 hours |