Appendix A

ACI Learning

Computer Support Specialist/ Tech Support Specialist

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A

WORK PROCESS SCHEDULE
COMPUTER SUPPORT SPECIALIST / TECH SUPPORT SPECIALIST
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 2018CB

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 the apprenticeship is 1 year with a minimum OJL attainment of 2,000 hours, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworkers' ratio is: 1 Apprentice(s) to 1 journeyworkers.

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 journeyworkers wage rate, which is: *$19.50*.

Period of Apprenticeship & Wage Rate	Requirements of Advancement
Starting Wage/12 competencies $13.50	Upon start of apprenticeship.
Interim Wage/ 12 competencies $16.50	Upon completion of 1000 on-the-job learning (OJL) hours.
Completion Wage/13 competencies $19.50	Full completion of apprenticeship.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of *3 months*.

6. SELECTION PROCEDURES

Please see page A- . (Insert after On-The-Job Learning Outline/Related Instruction Outline)

Appendix A
ON-THE-JOB LEARNING OUTLINE
COMPUTER SUPPORT SPECIALIST / TECH SUPPORT SPECIALIST
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 2018CB

Computer Support Specialist-desktop Support Tech		
Job Description: Install, configure, and administer a desktop operating system for an enterprise office environment. Topics include Windows installation, device configuration, establishing network connectivity, configuring appropriate NTFS and share permissions and learning the operation of VMWare Workstation.		
RAPIDS Code: 2018CB	**O*NET Code:** 15-1232.00	
Estimated Program Length: 1 Year		
Apprenticeship Type: ☒ Competency-Based ☐ Time-Based ☐ Hybrid		

On-the-Job Learning Outline

Initial Training – Mentor/Journeyworker has provided training and demonstration of task to the apprentice.
Demonstrates Fundamentals – Apprentice can perform the task with some coaching.
Proficient in Task – Apprentice performs task properly and consistently.

Date and initial box when providing the initial training to the apprentice in a competency and when the apprentice demonstrates fundamentals and proficiency with each competency.

Apprentice must be proficient in all tasks listed in order to successfully complete the apprenticeship.

Job Function: Basic Hardware			
Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
1. Demonstrate knowledge of various mobile device types, their features, and purpose.			
2. Demonstrate skills required to manage and troubleshoot computer hardware and peripheral devices.			
3. Demonstrate knowledge of common computer hardware and interfaces.			
4. Demonstrate skills required to troubleshoot general computer hardware issues and printer problems.			
5. Demonstrate skills required to configure peripherals, printers, and related applications to support external hardware.			

Job Function: Basic Networking

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
6. Demonstrate knowledge of basic networking concepts (wired and wireless).			
7. Demonstrate skills required to configure and troubleshoot device connectivity (LAN and Internet Access).			

Job Function: Cloud Virtualization Technologies

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
8. Demonstrate knowledge of cloud computing concepts, including cloud storage and security configurations.			
9. Demonstrate skills required to configure client-side virtualization, cloud storage applications, and file synchronization features.			

Job Function: Operating Systems Basics

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
10. Demonstrate knowledge of important Microsoft Windows 10 operating system features and their purpose.			
11. Demonstrate skills required to install, configure, and secure Microsoft Windows 10 operating system versions.			
12. Demonstrate skills required to troubleshoot Microsoft Windows operating system problems.			
13. Demonstrate knowledge of important Mac OS and Linux OS desktop operating system features and their purpose.			
14. Demonstrate skills required to configure, secure, and troubleshoot various operating systems Mac OS and Linux OS.			
15. Demonstrate skills required to troubleshoot mobile operating systems.			

Job Function: Operating Systems Basics

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
10. Demonstrate knowledge of important Microsoft Windows 10 operating system features and their purpose.			
11. Demonstrate skills required to install, configure, and secure Microsoft Windows 10 operating system versions.			
12. Demonstrate skills required to troubleshoot Microsoft Windows operating system problems.			
13. Demonstrate knowledge of important Mac OS and Linux OS desktop operating system features and their purpose.			
14. Demonstrate skills required to configure, secure, and troubleshoot various operating systems Mac OS and Linux OS.			
15. Demonstrate skills required to troubleshoot mobile operating systems.			

Job Function: IT Security Basics

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
16. Demonstrate knowledge of basic enterprise security concepts and wireless security protocols.			
17. Demonstrate skills required to perform account management, configure wireless security, and detect and remove malware on workstations and mobile devices.			
18. Demonstrate skills to troubleshoot common computer security issues.			
19. Demonstrate skills required to troubleshoot application security issues.			

Job Function: General IT Operations

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
20. Demonstrate knowledge of ticketing systems and documentation procedures.			
21. Demonstrate knowledge of disaster recovery concepts and backup procedures.			

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
22. Demonstrate knowledge of licensing and privacy and policy concepts, including how to address prohibited content.			
23. Demonstrate knowledge of scripting languages, basic functions, and logic structures.			

Job Function: Business Acumen

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task
24. Demonstrate a basic understanding of the employer's corporate structure and business model, including its product and services portfolio, its primary customers, and its top competitors.			
25. Demonstrate a basic knowledge of the employer's brand messaging, its value proposition in the marketplace, and key success metrics.			

Job Function: Customer Relations & Work Skills

Competency Criteria	Initial Training	Demonstrates Fundamentals	Proficient in task k
26. Demonstrate skills to provide competent customer service using active listening and empathy during various interactions (e.g., in-person, over telephone, email, and chat) at company defined expectation level.			
27. Demonstrate consistent ability to manage stress and other emotions using positive coping skills in the workplace to reduce conflict, ` foster collaboration, and promote overall employee workforce wellness.			
28. Demonstrate ability and skill of receiving and giving productive critical feedback.			
29. Demonstrate skills required to problem-solve using critical thinking, clarifying questions, and knowing when to escalate a situation to a superior.			
30. Demonstrate skills to explain complex issues to non-technical customers without jargon or blaming.			
31. Demonstrate ability to conduct oneself with integrity, professionalism, and in accordance with organization policy and procedure.			
32. Demonstrate skills to communicate with colleagues, managers, and end users effectively and clearly, in a timely manner.			
33. Demonstrate ability to use language, tone of voice, and non-verbal communication to neutralize conflict in the workplace and with customers as appropriate.			
34. Demonstrate skills required to collaborate effectively with team members from across the organization.			
35. Demonstrate ability to use respectful cross-cultural communication to work successfully across the organization and with diverse coworkers following the expectations and policies of the business.			
36. Demonstrate knowledge required to manage time effectively, minimizing distractions to maintain productivity, prioritize work appropriately, and meet deadlines.			

37. Demonstrate ability and skill to adapt to changing organizational landscape including changes of work assignment, supervisors, policies and procedures, etc.			

TOTAL MINIMUM HOURS 2,000

Appendix A
RELATED INSTRUCTION OUTLINE
COMPUTER SUPPORT SPECIALIST /TECH SUPPORT SPECIALIST
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 2018CB

Provider
Name: ACI Learning, Chris Young, Director of Strategic Partnerships
Address: 7450 Campus Dr Suite 250, Colorado Springs, CO 80920

Email: **chris.young@acilearning.com**	**Phone Number:(719) 309-1421**

Related Instruction Hours: 328

Related Instruction Outline

New Employee Skills	15
• Safety training • Company orientation including privacy and confidentiality • Tools (internal messaging apps, office applications) • Sexual harassment prevention	
Business Acumen	**3**
• Company vision, mission, and key success metrics • The company's products and services and value proposition in the market	
Employability Skills	**60**
• Managing conflict • Being an effective team member • Business communication etiquette • Interpersonal communication • Intercultural communication • Critical thinking • Time management • Workplace wellness and managing stress • Handling workplace change • Leading across generations and personalities • Understanding diversity, equity, and inclusion fundamentals	
Technical and Professional Skills – CompTIA A+ Coursework and Certification	**220**
• Hardware – Identify, use, and connect hardware components and devices • Windows Operating System – Install and support Windows OS including command line and	

client support
- Mobile Devices – Install and configure laptops and other mobile devices
- Software Troubleshooting – Troubleshoot computer and mobile device issues including application security support
- Networking – Explain types of networks and connections including TCP/IP, WIFI and SOHO
- Other OS & technologies – Understand Mac OS, Linux and mobile OS
- Hardware and Network Troubleshooting – Troubleshoot device and network issues
- Security – Identify and protect against security vulnerabilities for devices and their network connections
- Operational Procedures – Follow best practices for safety, environmental impacts, and communication and professionalism
- CompTIA A+ CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware)
- Pass CompTIA A+ exam

Help Desk Ticketing	5
• Ticketing systems and documentation best practices	

Customer Engagement Skills – IBM Professional Certificate	25
(or similar customer service training) • Communication skills focused on clear concise communication and listening • Appropriate empathetic behavior such as such as patience, curiosity, and willingness to help • Problem solving to research an issue and help determine an appropriate resolution • Process adherence to ensure the proper flow and Service Level Agreements are met	
TOTAL MINIMUM HOURS	**328**

SELECTION PROCEDURES

The Sponsor follows Tennessee Department of Labor, Office of Apprenticeship guidelines. The sponsor will ensure public notification of apprenticeship positions, application period and review of applications to determine qualified candidates. 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 for a follow up interview. The interviewer(s) will rate each applicant during the interview on each of the factors on the applicant rating form taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers. The interviewer will then prepare a written summary of his/her judgment of the applicant derived from the interview. After completing the interview and evaluation of the applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating. The sponsor may conduct direct entry for veterans with relatable experience seeking the apprenticeship. The sponsor will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex,(including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older. The sponsor will take Affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under title 29 of the Code of Federal Regulations, part 30.