BUILDAPRO
FOUNDATION

# IT Service Center Technician
1 1/2-YEAR PROGRAM

Job Description: Service Center Technicians keep modern workplaces moving. In this role, you'll repair, maintain, and install a variety of computer systems (both PC and iOS), software tools, and electronic office equipment—from printers and copiers to specialized business machines. You'll troubleshoot problems, restore performance, and help customers get the most out of their technology.

ON-THE-JOB COMPETENCIES

- Listen & Understand Customer Needs
- Diagnose Problems & Test Performance
- Take Things Apart (and Put Them Back Together)
- Repair & Restore Equipment
- Install, Configure & Set Up New Systems
- Keep Equipment Running Smoothly
- Keep Track of Work, Tools & Parts
- Support & Teach Customers
- Recommend Solutions & Share Product Knowledge
- Work as Part of a Technical Team
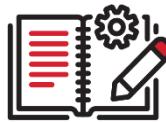
RELATED TECHNICAL INSTRUCTION

- GED or H.S. Diploma (if needed)
- CompTIA Learning Modules
- Workplace Skills (if needed)

MENTOR SUPPORT

- Site Supervisor
- Build A Pro Success Coach
- Connected Wraparound Services

EARNED CERTIFICATION

- · CompTIA ITF+ (optional prep)
- · CompTIA A+ (220-1101 & 220-1102)
- · CompTIA Cloud Essentials+

Min. WAGES AND BENEFITS

- Starting Wage: $13.50 per hour
  - Bilingual? = +$0.50
  - Veteran? = +$0.50
- Ending Wage: $20.00+ per hour
- Paid Schooling Cost: ~$3,000