BUILDAPRO FOUNDATION

IT Help Desk Technician
1-YEAR PROGRAM

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.

ON-THE-JOB COMPETENCIES

- Customer Support
- System Monitoring & Testing
- Technical Troubleshooting
- Hardware & Software Installation
- Maintenance & Upgrades
- User Support & Training
- Collaboration & Communication
- Documentation & Reporting
- Technical Reading & Research
- System Design & Recommendations
- Professional Development

RELATED TECHNICAL INSTRUCTION

- GED or H.S. Diploma (if needed)
- CompTIA Cloud Essentials
- CompTIA A+ and Tech+
- Microsoft OS Foundations
- Workplace Skills (if needed)

MENTOR SUPPORT

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

EARNED CERTIFICATION

- CompTIA Help Desk
- Microsoft 365 Certified

Min. WAGES AND BENEFITS

- Starting Wage: $14.25 per hour
- Ending Wage: $22.00 per hour
- Paid Schooling Cost: $1,500