HELP DESK
TECHNICIAN

Be the **MVP** of **IT** and kick off your career now!

5 Reasons Why the I.T. Industry Is a Great Career Choice

If you're looking into possibilities for a new profession or a career change, the I.T. industry might be at the top of your list. It's one of the fastest growing sectors worldwide providing jobs full of opportunities for professional success. And if you're willing to accept the challenge it is highly rewarding throughout life. To help you make your decision, here are five reasons to start a career in I.T.:

1. Quick Employment

Tech companies are looking to hire I.T. professionals because demand is high and there aren't enough qualified workers to fill the gap. And the trend won't end anytime soon, as the tech industry is set to grow another 22-38% by 2020. The demand is so high, that certified professionals can easily find work even without a college degree.

2. A Variety of Career Opportunities

Information Technology is not an isolated industry. It overlaps with every other sector, which makes it a versatile career opportunity. From healthcare to agriculture, digital transformation is driving change in all spheres of business which allows I.T. professionals to choose a career that aligns with their interests.

3. Easy Career Growth

As technology improves, I.T. professionals evolve alongside it. But with the constant pursuit of knowledge, it allows them to grow their careers much faster and easier than in other industries. It is not unheard of for tech professionals to start at entry level and move to a mid-level managerial position within a few years.

4. It Pays Well

Tech professionals are esteemed for their unique skill sets. That makes them invaluable assets in any business. Therefore, when it comes to their financial compensation for their work, it is substantially higher than the average norm even at junior or entry-level positions.

For example, depending on the industry and location a software engineer (with experience) can earn an average salary of around $83,000, which is considerably more than the national average in the United States.

5. A Reasonable Education

Every job in the I.T. industry requires a unique set of skills. To qualify for a position, candidates usually must demonstrate the right amount of technical expertise and provide proof of education and some experience.

However, what skilled professionals don't necessarily need is a 4-year university degree. If they have the right certification and display an aptitude for completing tasks, they usually receive an entry-level position.

And when it comes to certification training programs, they are faster and far less expensive than a full degree in Computer Sciences. So, anyone with enough desire can pursue a career in I.T. even when you start from scratch.

Help Desk Support Technician

Some of the best and brightest in the IT industry started their career at the help desk and this program will give you the same opportunity. It's the perfect place to immerse yourself in the world of technology because in an average day you will help multiple users on varied platforms. By answering user questions in a fast-paced and constantly changing environment, you will quickly earn real world proficiency. This program will give you the skills to understand how computers work (and how they don't). You will learn how to install, configure, and troubleshoot everything from internal PC components the latest apps to networked printers, cloud devices and much more. On an average day you would hone your skills by performing tasks like computer workstation setup, software application troubleshooting, software and database development, computer and mobile device configuration, security monitoring and computer network setup. Every day you will interact with individuals who rely on your knowledge to help them through their technology challenges and get back to their day. In a short period of time, you'll have seen it all and be in demand because of your well-rounded experience. This program will prepare you to enter the technology workplace. From there, the rest is up to you!
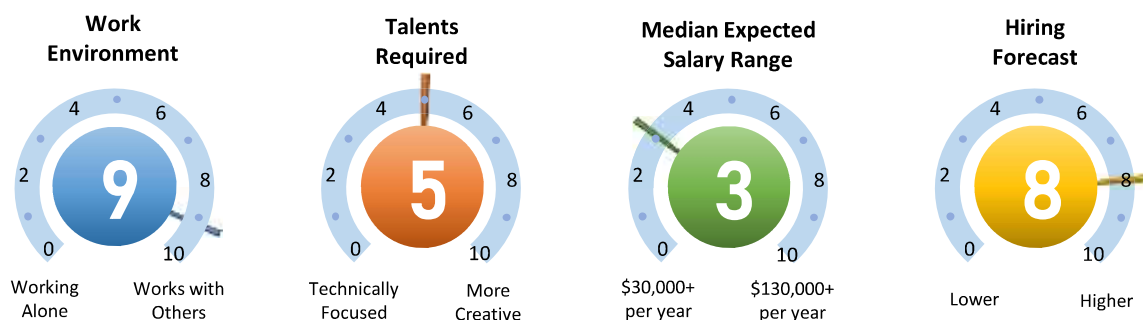
What will you do? You'll be in the business of helping people. You'll work with users via phone, email, text or in person to troubleshoot issues they are facing with their apps, printers, email, operating systems and more. Your mix of expertise and customer service skills will lower their stress level and help the company keep moving. Many of these positions are during flexible hours and some allow working from home. This is often the starting place for skilled technology professionals.

Personal Skills Needed

- Active Listening
- Good interpersonal Communication Skills
- Basic Computer Skills
- Complex Problem Solving
- Critical Thinking

Does this job fit you?

FUTURE AT A GLANCE*:

Work Environment	Talents Required	Median Expected Salary Range	Hiring Forecast
9	**5**	**3**	**8**
Working Alone — Works with Others	Technically Focused — More Creative	$30,000+ per year — $130,000+ per year	Lower — Higher

Your New Skills Will Include:

The CompTIA A+ certification verifies your ability to troubleshoot and solve problems with networking, operating systems, mobile devices, and security. The certification focuses on nine major IT skills:

Hardware	Networking	Mobile Devices
Operating Systems	Virtualization/Cloud Computing	Security
Network Troubleshooting	Software Troubleshooting	Operational Procedures

Other Career Paths Available:

- Information Technology Specialist (IT Specialist)
- Help Desk Technician
- Help Desk Analyst
- Network Technician
- Computer Specialist

Program Includes:

- 80 hours of live CompTIA IT A+ Certification Training (free re-take option)
- Preparatory Materials for the Certification Exams (2)
- Practice Exams for the Certification Exams (2)
- Certification Exams: *CompTIA 220-1001 & 220-1002*
- 25+ Hours of Bonus Material, such as:

Customer Service Excellence	Effective Communication	Listening/Learning Skills
Managing Stress	Productivity Management	Personal Career Planning
Reaching Goals	Positive Attitude	Team Building

Successful Completion of this Program Earns You:

- The skills needed to become a professional technology support technician
- A Certification of Completion from the Business+Technology Academy of Wisconsin
- The learning, practice, support and tools to earn the CompTIA A+ Certification
- The opportunity to learn a multitude of interpersonal, professional, and technical skills to help you become successful in your new career!
- (Program includes access to over 2,800 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.)

Program Format:

Online, in person and self-study

Completion Time: 6 Weeks
Total Cost: $5,360

Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization. All classes are certified and/or authorized by the developer.

This program is approved by the Wisconsin Department of Workforce Development and is listed on the Eligible Training Provider List (ETPL) Portal.

The 9 skills that you master and validate with

CompTIA A+

HARDWARE

Identifying, using, and connecting hardware components and devices

OPERATING SYSTEMS

Install and support Windows OS including command line & client support. Understand Mac OS, Linux and mobile OS

SOFTWARE TROUBLESHOOTING

Troubleshoot PC and mobile device issues including application security support

NETWORKING

Explain types of networks and connections including TCP/IP, WIFI and SOHO

HARDWARE & NETWORK TROUBLESHOOTING

Troubleshoot device and network issues

SECURITY

Identify and protect against security vulnerabilities for devices and their network connections

MOBILE DEVICES

Install & configure laptops and other mobile devices

VIRTUALIZATION & CLOUD COMPUTING

Compare & contrast cloud computing concepts &set up client-side virtualization

OPERATIONAL PROCEDURES

Follow best practices for safety, environmental impacts, and communication and professionalism

CompTIA A+ Is The Industry Standard For Establishing A Career In IT.

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

- The only credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment
- Trusted by employers around the world to identify the go-to person in end point management & technical support roles
- Regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace

The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1001) and Core 2 (220-1002) covering the following new content:

- Demonstrate baseline security skills for IT support professionals
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking
- Configure and support PC, mobile and IoT device hardware
- Implement basic data backup and recovery methods and apply data storage and management best practices

1 - INSTALLING AND CONFIGURING PC COMPONENTS
 Use Appropriate Safety Procedures
 PC Components
 Common Connection Interfaces
 Install Peripheral Devices

2 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES
 Install and Configure Display Devices
 Troubleshoot Display Devices
 Install and Configure Multimedia Devices

3 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING STORAGE DEVICES
 Install System Memory
 Install and Configure Mass Storage Devices
 Install and Configure Removable Storage
 Configure RAID
 Troubleshoot Storage Devices

4 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS
 Install and Upgrade CPUs
 Configure and Update BIOS/UEFI
 Install Power Supplies
 Troubleshoot Internal System Components
 Configure a Custom PC

5 - INSTALLING, CONFIGURING, AND TROUBLESHOOTING PRINT DEVICES
 Maintain Laser Printers
 Maintain Inkjet Printers
 Maintain Impact, Thermal, and 3D Printers
 Install and Configure Printers
 Troubleshoot Print Device Issues
 Install and Configure Imaging Devices

6 - NETWORK INFRASTRUCTURE CONCEPTS
 Wired Networks
 Network Hardware Devices
 Wireless Networks
 Internet Connection Types
 Network Configuration Concepts
 Network Services

7 - CONFIGURING AND TROUBLESHOOTING NETWORKS
 Configure Network Connection Settings
 Install and Configure SOHO Networks
 Configure SOHO Network Security
 Configure Remote Access
 Troubleshoot Network Connections
 Install and Configure IoT Devices

8 - SUPPORTING AND TROUBLESHOOTING LAPTOPS
 Use Laptop Features
 Install and Configure Laptop Hardware
 Troubleshoot Common Laptop Issues

9 - SUPPORTING AND TROUBLESHOOTING MOBILE DEVICES
 Mobile Device Types
 Connect and Configure Mobile Device Accessories
 Configure Mobile Device Network Connectivity
 Support Mobile Apps
 Secure Mobile Devices
 Troubleshoot Mobile Device Issues

10 - IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING
 Configure Client-Side Virtualization
 Cloud Computing Concepts

11 - SUPPORTING OPERATING SYSTEMS
 Identify Common Operating Systems
 Troubleshooting Methodology
 Use Windows Features and Tools
 Manage Files in Windows
 Manage Disks in Windows
 Manage Devices in Windows

12 - MAINTAINING AND TROUBLESHOOTING MICROSOFT WINDOWS
 Install and Manage Windows Applications
 Manage Windows Performance
 Troubleshoot Windows

13 - INSTALLING, CONFIGURING, AND MAINTAINING OPERATING SYSTEMS
 Configure and Use Linux
 Configure and Use macOS
 Install and Upgrade Operating Systems
 Maintain Oss

14 - MANAGING USERS, WORKSTATIONS, AND SHARED RESOURCES
 Manage Users
 Configure Shared Resources
 Configure Active Directory Accounts and Policies

15 - SECURITY CONCEPTS
 Logical Security Concepts
 Threats and Vulnerabilities
 Physical Security Measures

16 - SECURING WORKSTATIONS AND DATA
 Implement Security Best Practices
 Implement Data Protection Policies
 Protect Data During Incident Response

17 - TROUBLESHOOTING WORKSTATION SECURITY ISSUES
 Detect, Remove, and Prevent Malware
 Troubleshoot Common Workstation Security Issues

18 - IMPLEMENTING OPERATIONAL PROCEDURES
 Environmental Impacts and Controls
 Create and Maintain Documentation
 Use Basic Change Management Best Practices
 Implement Disaster Prevention and Recovery Methods
 Basic Scripting Concepts
 Professionalism and Communication

Help Desk Technician Career Skills Program

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Here you will gain skills such as:

Personal Accountability	**Discovering Your Strengths**	**Time Management**
Mindfulness at Work	**Essential Customer Service Skills**	**Positive Career Planning**

Below you will find the detailed listing of 65 classes, with approximately 28 hours of professionally created and delivered content will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enus	26 Minutes
OLA Course	Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enus	18 Minutes
OLA Course	Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enus	19 Minutes
OLA Course	Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enus	19 Minutes
OLA Course	Writing Effective E-mails and Instant Messages	acm_02_a01_bs_enus	28 Minutes
OLA Course	The Art and Science of Communication	acm_07_a01_bs_enus	21 Minutes
OLA Course	Trust Building through Effective Communication	acm_07_a03_bs_enus	25 Minutes
OLA Course	Choosing the Right Interpersonal Communication Method to Make Your Point	acm_07_a04_bs_enus	30 Minutes
OLA Course	Become a Great Listener	acm_07_a05_bs_enus	24 Minutes
OLA Course	Navigating Your Own Emotions	acm_13_a01_bs_enus	29 Minutes
OLA Course	Navigating Other People's Emotions	acm_13_a02_bs_enus	25 Minutes
OLA Course	Navigating the Workplace with Emotional Intelligence	acm_13_a03_bs_enus	26 Minutes
OLA Course	Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus	32 Minutes
OLA Course	Using Active Listening in Workplace Situations	acm_14_a02_bs_enus	34 Minutes
OLA Course	Gaining a Positive Perspective on Feedback	acm_15_a02_bs_enus	30 Minutes
OLA Course	Acting with Diplomacy and Tact	acm_16_a01_bs_enus	36 Minutes
OLA Course	Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus	30 Minutes
OLA Course	Interacting with Customers	acs_02_a01_bs_enus	30 Minutes
OLA Course	Communicating Effectively with Customers	acs_02_a02_bs_enus	30 Minutes
OLA Course	Controlling Conflict, Stress, and Time in a Customer Service Environment	acs_02_a03_bs_enus	32 Minutes
OLA Course	Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus	30 Minutes
OLA Course	Polishing Your Skills for Excellent Customer Service	acs_02_a05_bs_enus	24 Minutes
OLA Course	Rapport Building in Customer Service	acs_03_a01_bs_enus	28 Minutes
OLA Course	Providing Telephone Customer Service	acs_03_a03_bs_enus	31 Minutes
OLA Course	Facing Confrontation in Customer Service	acs_03_a05_bs_enus	27 Minutes
OLA Course	Designing a Customer Service Strategy	acs_03_a06_bs_enus	28 Minutes
OLA Course	Leveraging Emotional Intelligence	ald_01_a04_bs_enus	28 Minutes
OLA Course	How to Manage Difficult Conversations	amg_06_a03_bs_enus	29 Minutes
OLA Course	Developing a Plan to Further Your Career	apd_03_a01_bs_enus	28 Minutes
OLA Course	Getting Your Career on the Right Track	apd_03_a02_bs_enus	29 Minutes
OLA Course	Cultivating Relationships with Your Peers	apd_04_a01_bs_enus	21 Minutes
OLA Course	Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enus	26 Minutes
OLA Course	Aligning Goals and Priorities to Manage Time	apd_08_a01_bs_enus	25 Minutes
OLA Course	Make the Time You Need: Get Organized	apd_08_a02_bs_enus	28 Minutes
OLA Course	The Art of Staying Focused	apd_08_a03_bs_enus	30 Minutes
OLA Course	Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enus	19 Minutes
OLA Course	Self-improvement for Lifelong Success	apd_10_a02_bs_enus	24 Minutes
OLA Course	Establishing Self-confidence for Life	apd_10_a03_bs_enus	23 Minutes
OLA Course	Procrastination: Admitting it is the First Step	apd_11_a01_bs_enus	20 Minutes
OLA Course	Understanding Unconscious Bias	apd_14_a01_bs_enus	25 Minutes
OLA Course	Overcoming Your Own Unconscious Biases	apd_14_a02_bs_enus	22 Minutes
OLA Course	Being an Effective Team Member	atm_02_a01_bs_enus	30 Minutes
OLA Course	Taking Effective and Professional Notes	bs_acm19_a01_enus	20 Minutes
OLA Course	Developing Your Business Acumen	bs_apd20_a01_enus	21 Minutes
OLA Course	Developing a Growth Mind-set	bs_ast03_a01_enus	16 Minutes
OLA Course	Personal Power and Credibility	comm_42_a01_bs_enus	24 Minutes
OLA Course	Difficult People: Why They Act That Way and How to Deal with Them	comm_46_a01_bs_enus	31 Minutes
OLA Course	The Essentials for Anger Management	comm_47_a01_bs_enus	26 Minutes
OLA Course	Using Communication Strategies to Bridge Cultural Divides	comm_48_a02_bs_enus	30 Minutes
OLA Course	Taking Stock of Your Work/Life Balance	pd_30_a01_bs_enus	22 Minutes
OLA Course	Staying Balanced in a Shifting World	pd_30_a02_bs_enus	15 Minutes
OLA Course	Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus	22 Minutes
OLA Course	Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enus	22 Minutes
OLA Course	Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enus	21 Minutes
OLA Course	Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus	31 Minutes
OLA Course	Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus	27 Minutes
OLA Course	The Building Blocks of Building Trust	pe_04_a01_bs_enus	29 Minutes
OLA Course	Becoming an Accountable Professional	pe_05_a01_bs_enus	30 Minutes
OLA Course	Managing Workplace Stress	_pc_bi_hrbi006	6 Minutes
OLA Course	Reframing Negative Situations	_pc_bi_hrbi008	6 Minutes
OLA Course	Developing Your Career	_pc_ch_lach037	15 Minutes
OLA Course	Persevering through Setbacks	_pc_ch_pach011	15 Minutes
OLA Course	The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15 Minutes

Your New Career Starts Today!