



IT Support Technician

2-YEAR APPRENTICESHIP

IT Support Technicians keep computers, networks, and devices running for the people who depend on them every day. They troubleshoot problems, set up equipment, protect systems from security threats, and provide hands-on help to users.



CAREER EXPLORATION AND INCAP APPLICATION PROCESS

(GRADES 8-10)

During 8th and 9th grade, students explore career options by working with a career advisor, visiting employer sites, and attending career fairs.

In the 9th grade, students interested in the IT Support Technician apprenticeship should tell their school counselor so they can update their four-year plan to meet the requirements.

In the 10th grade, students **apply and interview** with an employer to be hired as an apprentice.

IT Support Technician apprentices are typically paid \$10-\$15/hour for time spent working and receiving on-the-job training.



FIRST YEAR OF IT SUPPORT TECHNICIAN APPRENTICESHIP

(GRADE 11)

Students begin their apprenticeship in 11th grade, spending **one day a week** training at an intercompany training center and **two days a week** working on site with their employer.

During the other two days each week, students take classes at their high school. While apprentices work eight-hour days when they're with their employer, individual schedules can vary to potentially allow for students to participate in extracurriculars.



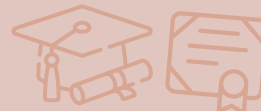
SECOND YEAR OF IT SUPPORT TECHNICIAN APPRENTICESHIP

(GRADE 12)

In the second and final year, students receive training **one day a week** at an intercompany training center and work on site with their employer **three days a week**.

Students spend one day a week in the classroom and can continue to participate in extracurricular activities as schedules permit.

Upon graduation, students earn the **Employment Honors Plus Seal** with their **diploma**. During the apprenticeship, students earn multiple industry-recognized certifications, and when their apprenticeship is complete, they receive an **INCAP credential** recognized by businesses across Indiana.



STUDENTS HAVE OPTIONS FOR WHAT'S NEXT

Students completing an IT Support Technician apprenticeship have the education and training to succeed no matter their next step.

WORKFORCE

Because their INCAP credential is recognized by employers, students are ready to be hired immediately into a position that is a step above many entry-level IT roles.

INCAP CAREER PROGRAM

Students can complete additional work-based learning in IT or technology as part of the INCAP Career Program and earn a degree equivalent to an academic bachelor's degree.

COLLEGE

Students can transition to the college pathway and likely finish an IT- or technology-related degree faster because of the credit they may receive for their INCAP credential.