



CAREER PROGRAM OCCUPATION PROFILE:

IT SUPPORT TECHNICIAN

The IT Support Technician career training program prepares adults to provide frontline technical assistance for computer systems, hardware, software, and networks across a wide range of organizations. Trainees learn how to install and configure equipment, troubleshoot issues, support users, and protect organizational data, allowing them to gain the hands-on, real-world experience employers need to keep technology running smoothly.

This occupation is ideal for someone who:

- Enjoys problem-solving and figuring out how things work.
- Likes helping people and explaining technology in everyday language.
- Is curious about computers, networks, and emerging tools like AI.

Do trainees pay a fee to participate?

No, trainees are not required to pay anything to participate.

How much do trainees earn while they're completing the program?

While compensation varies by industry, organization size, and the full scope of the role, trainees can expect pay in the range of **\$17-25/hour** during the program. Trainees are employees and fall under their employer's policies for paid time off, benefits, performance reviews, and salary increases.

What do trainees do as an IT Support Technician?

- **Hardware and operating systems:** Install, configure, and service desktops, laptops, mobile devices, printers, and other devices across Windows, macOS, Linux, iOS, and Android environments.
- **Networking and connectivity:** Set up and troubleshoot wired and wireless connections, routers, virtual private networks (VPNs), and small office networks.
- **Security:** Protect systems and data through access controls, encryption, antivirus tools, and incident response.
- **Troubleshooting and user support:** Diagnose hardware, software, and network issues using a structured, step-by-step approach, and help users access cloud applications, virtual desktops, and remote work tools.
- **Applied AI and service improvement:** Responsibly use AI tools to assist with ticketing, documentation, and workflow improvements.

All work is performed under supervision, with increasing independence over time.

TYPICAL SCHEDULE

Training program length

Two years of full-time paid learning, split between on-the-job experience with an employer and specialized instruction at an intercompany training center.

Typical week

Months 1–3:

Foundations and safe exposure

- 3 days/week at the training center (labs + simulations)
- 2 days/week at the employer (shadow + controlled tasks)

Months 4–6:

Supervised ownership of day-to-day tasks

- 2 days/week at the training center
- 3 days/week at the employer

Months 7–12:

Productive throughput and applied learning

- 1 day/week at the training center
- 4 days/week at the employer

Months 13–18:

Deeper investigations and impact

- Half day/week at the training center
- 4.5 days/week at the employer

Months 19–24:

Associate-level work and capstone portfolio

- All time spent at employer with exception of 1 day/month at the training center

What are some of the skills trainees learn on the job?

- Systems administration
- Devices and hardware support
- Networking fundamentals
- Cybersecurity and data protection
- Troubleshooting, user support, and AI-driven service improvement

What prior education or experience should trainees have before starting the program?

While not required, there are several prerequisite and bridge learning opportunities that provide a strong foundation for success. Prior to or alongside their training program, adults are encouraged to complete self-paced online courses in IT fundamentals to accelerate their readiness. Examples include:

- Foundational courses
 - Information technology fundamentals
 - Digital applications and responsibility
 - Networking fundamentals
- Core IT support courses
 - IT support
 - Computer hardware and operating systems
 - IT essentials/help desk operations
- Advanced/related courses
 - Cybersecurity fundamentals
 - Cloud and virtualization concepts
 - Project management

What credential does a trainee receive when they complete the program?

Trainees earn an INCAP credential that will be recognized by TechIndiana and technology-related companies across Indiana as equivalent to an academic associate degree in an IT- or technology-related degree program. They also may receive college credit toward a related degree program.

Opportunities are also available to earn stackable industry certifications during their program, including CompTIA A+ (Core 1 and Core 2), CompTIA Network+, CompTIA Security+, Microsoft 365 Certified: Fundamentals, Microsoft Certified: Azure Fundamentals, and HDI Support Center Analyst.

What career opportunities are available after completing the program?

This program serves as an entry point to numerous IT roles, including:

- Network Administrator
- Systems Administrator
- Security Analyst
- Database Administrator
- Cloud Engineer
- DevOps Engineer
- IT Project Manager

Who should I contact for more information?

TechIndiana is managing INCAP Career Programs for Tech/IT. You can learn more at [TechIndiana.org](https://www.techindiana.org).

