INCAP
INDIANA CAREER APPRENTICESHIP PATHWAY

FOR HIGH SCHOOLERS

TECH/IT

APPRENTICESHIP PROGRAM OCCUPATION PROFILE:

# IT SUPPORT TECHNICIAN

**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. The IT Support Technician apprenticeship offers a paid, hands-on path into one of the most in-demand roles in the technology industry.**

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***This occupation is ideal for a student who:***

- Enjoys figuring out why things break and how to fix them.
- Likes working with people and explaining technical ideas in plain language.
- Is curious about computers, networks, and how devices connect.

***What is the average starting hourly wage for this apprenticeship?***

The salary varies by employer, but the range for the typical starting wage in the first year is **$13-17/hour**. Apprentices are employees and fall under their employer's policies for benefits, performance reviews, and salary increases.

***What do apprentices do during their apprenticeship?***

The first year of the apprenticeship starts with training at an intercompany training center and job shadowing. As students gain skills and confidence, they will take on increasingly involved projects. Examples of tasks include:

- **11th grade:** Hardware setup and configuration, basic help desk support, equipment inventory, and user account management
- **12th grade:** Network troubleshooting, security implementation, cloud platform support, and mentoring newer apprentices

***What are some of the skills students learn on the job?***

- Hardware support, installation, and maintenance
- Networking fundamentals (TCP/IP, Wi-Fi, switches, routers)
- Operating systems management (Windows, macOS, Linux basics)
- Cybersecurity fundamentals and security hygiene
- Troubleshooting and problem resolution
- Cloud computing and virtualization basics
- Applied AI tools for IT productivity and documentation

## TYPICAL SCHEDULE

***What year in school do students begin this apprenticeship?***

11th grade

***How long does this apprenticeship last?***

Two years (year-round)

***How many days each week do students participate in the apprenticeship?***

**11th grade:** Three days/week — one in an intercompany training center, two with their employer

**Summer between 11th and 12th grades:** Five days/week with their employer

**12th grade:** Four days/week — one in an intercompany training center, three with their employer

**Summer after 12th grade:** Five days/week with their employer

***What hours do students work during their apprenticeship?***

Employers and apprentices work together to identify individual schedules. However, apprentices should expect to spend full eight-hour days with their employer.

***What classes do students take at their high school to complete this apprenticeship?***

Students are not required to take any specific courses at their high school because all coursework will be taught to apprentices during their time at the intercompany training center. However, students are encouraged to take related classes if available at their school. The only requirement for students is that their school schedule allows them to leave the school building to work while still completing the classes they need to graduate.

***What credential does a student receive when they complete this apprenticeship?***

Through this apprenticeship, students will meet the key requirements for Indiana's new Employment Honors Plus diploma seal: completing at least 650 hours of work-based learning and earning an INCAP credential, which is recognized by the Indiana Department of Education as a Credential of Value. The diploma seal and the INCAP credential will be recognized by businesses as indicators of industry experience, and the INCAP credential may count toward college credit in a related degree program. Students will also earn multiple industry-recognized certifications throughout their apprenticeship, such as CompTIA A+, CompTIA Network+, and CompTIA Security+.

***If a student chooses to continue working after their apprenticeship, what jobs are they qualified for?***

This program prepares an apprentice to be hired immediately into a position a step above many entry-level IT roles. Current examples include:

- IT Support Specialist/Help Desk Technician
- Desktop Support Technician
- Junior Systems Administrator
- Network Support Technician
- IT Field Technician/Field Service Technician