

Occupation Appendix

Miami Dade College Apprenticeship Program - GNJ (Sponsor)

In the occupation(s) of:

Occupation / Trade	Term of Training in Hours	NAISC Code	RAPIDS Code (4 digit trade #)	SOC Code
Help Desk Technician	2000	54151	1131CB	15-1151.00

JURISDICTIONAL AREA

Miami Dade
(Counties)

Time Based Program:	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Competency Based Program:	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Hybrid Program:	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

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(Revised 5/26/20)

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Section V**RELATED INSTRUCTION**

Apprentices employed under these standards shall be required to complete a minimum of **144** hours each year of supplemental instruction in technical subjects related to the occupation.

A related instruction outline for the occupation(s) will be defined by the sponsor and outlined as part of these standards on **Page(s) 5 - 36. 6A-23.004(2) (d) FAC**

Related Instruction Delivery Method (select all that apply):

- | | |
|---|---|
| <input checked="" type="checkbox"/> Sponsor's Classroom | <input type="checkbox"/> Employer's Facility |
| <input type="checkbox"/> Career and Technical Education Classroom | <input checked="" type="checkbox"/> State/Community College Classroom |
| <input checked="" type="checkbox"/> Correspondence Course | <input checked="" type="checkbox"/> Other (i.e. Electronic Media, etc.) |

Related Instruction Provider Type (select all that apply):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Sponsor | <input type="checkbox"/> Post-Secondary Technical School |
| <input type="checkbox"/> Career and Technical Education School | <input checked="" type="checkbox"/> State/Community College |
| <input checked="" type="checkbox"/> Correspondence Course | <input checked="" type="checkbox"/> Web Based |
| <input type="checkbox"/> Other (specify) _____ | |

Related Instruction hours are provided (mark only one):

- ☐ During Work Hours ☒ During Non-Work Hours ☐ During Work & Non-Work Hours

Are Wages Paid to the Apprentice During Related Technical Instruction? ☐ Yes ☒ No

Address where related instruction classes occur:

<u>Miami Dade College</u>			
<small>(Name of School/Site)</small>			
<u>300 NE 2nd Ave,</u>	<u>Miami</u>	<u>FL</u>	<u>33132</u>
<small>(Address)</small>	<small>(City)</small>	<small>(St)</small>	<small>(Zip)</small>

Section VI **TERM OF APPRENTICESHIP**

The term of apprenticeship shall be 2000 hours, approximately 12 months, of continuous on the job employment (including the probationary period). Hours for related instruction are excluded from those in OJT.

Section VII **APPRENTICE WAGE SCHEDULE (Revised 5/5/20)**

Apprentice Wage Schedule and Journeyworker Average Wage Rate

Occupation: **Help Desk Technician** SOC Code: 15-1151

Period of Training	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
1 st 1000 Hours of Training	65%	\$15.00
2 nd 1001 – 2000 Hours of Training	75%	\$17.31

Journeyworker Hourly Wage Rate \$ 23.08, as of 05/05/2020, workweek is 40 hours.

Section IX **RATIO OF APPRENTICES ~ variance letter approved**

The ratio of apprentices to journeyworkers, consistent with proper supervision, training, safety, and continuity of employment, shall be three (3) apprentices for every one (1) journeyworker. It shall be the responsibility of the apprenticeship committee/sponsor to ensure that the allowable ratio of apprentices to journeyworkers is consistently maintained at all times in the program by the participating employer. Section 6A-23.004(2)(g) FAC

Section X **PROBATIONARY PERIOD**

Apprentices employed under these standards shall be subject to a probationary period during the first 62.5 days - 500 (HOURS) of the apprenticeship program, which cannot exceed twenty-five percent of the length of the program or one (1) year, whichever is shorter.

6A-23.004(2) (h, s) FAC

Alternate Minimum Qualifications**A. Age (Required)**

Minimum qualifications required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 18 years.

B. Education

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required. Applicant must provide an official transcript(s) for high school and any post-high school education. Applicant must submit the GED certificate or other high school equivalency credential if applicable.

C. Physical (Required)

Applicants will be physically capable of performing the essential functions of the apprenticeship program and worksite, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others.

D. Applicants must be able to read, write, and speak the English language in order to comprehend instructions on the job and in related training classes, and to ensure personal and co-worker safety on the job.

Section XXVII AFFIRMATIVE ACTION WORKFORCE ANALYSIS

Miami
(City)

FL.
(State)

b) Underutilization Factors:

1.	Total number of employers:	<u>1</u>
2.	Total of employer's workforce in the trade:	<u>1</u>
3.	Total journeyworkers employed by the employers in the occupation:	<u>12</u>
4.	Total female journeyworkers employed by the employers in the craft:	<u>0</u>
5.	Total minorities journeyworkers employed by the employers in the craft:	<u>9</u>
6.	Total youth journeyworkers age 16-22 employed by the employers in the craft:	<u>1</u>
7.	Total apprentices:	<u>0</u>
8.	Total female apprentices:	<u>0</u>
9.	Total minorities apprentices:	<u>0</u>
10.	Under-utilization of females:	<u>47.77%</u>
11.	Under-utilization of minorities:	<u>84.67%</u>

c) Goals and Timetables (all future accessions at each interval):

1.	Percentage of all future accessions to be females:	<u>23.89%</u>
2.	Percentage of all future accessions to be minorities:	<u>47.77%</u>

Section XXVIII WORK PROCESS OUTLINE

OCCUPATION/TRADE: <u>Help Desk Technician</u> SOC Net Code: <u>15-1151.00</u> Occ. Code: <u>1131CB</u> OJT		
18.0000	Take user calls and manage trouble tickets Level I	
18.1000	Ability to staff and manage the organizations help desk and effectively respond to routine customer calls	
18.1001	Review, learn and successfully practice organization's help desk standard procedures and practices. Participate in responding to routine customer help desk calls effectively using the organization's standard practices and procedures.	✓
18.1002	Know the organization's standard practices and procedures for routine customer help desk calls.	✓
18.1003	Provide input on how to improve organization's standard practices and procedures.	✓
18.1004	Independently staff and successfully operate the organization's help desk and respond to routine customer calls on multiple occasions using standard procedures.	✓
18.2000	Ability to use proper grammar and spelling in documenting trouble tickets	
18.2001	Learn why proper grammar and spelling are important in documenting trouble tickets. Ask a co-worker or supervisor to constructively analyze your trouble ticket documentation and determine if remedial work in this area is appropriate. If so, consider appropriate English usage courses and the use of spell and grammar checking software.	✓
18.2002	Know why grammar and spelling are important in documenting calls.	✓
18.2003	Explain to coach why grammar and spelling are important in trouble ticket management. Demonstrate use of proper spelling and grammar in logged trouble tickets.	✓
18.3000	Ability to use the organization's trouble ticket system to log calls, update status and document resolutions	
18.3001	Operate the organization's help desk and use the call tracking and monitoring system. Identify the customer and establish qualification for service. Then prioritize and document the customer's requests and identify any special requirements. Log trouble ticket information on customer needs and problems, status of actions and resolutions achieved. Log phone calls, personal visits, faxes and emails into the system.	✓
18.3002	Know how to operate the organization's system for tracking and monitoring help desk calls and needed responses. Know how to gather and confirm trouble ticket information and to enter customer requests and or problems, update status and document resolutions.	✓
18.3003	Effectively operate the organization's help desk system for call tracking and monitoring. Provide appropriate documentation or conduct observation session with coach.	✓

18.4000	Ability to escalate problems to the appropriate IT group for resolution	
18.4001	Study and learn the organization's standard procedures and criteria for escalating problems to other groups. During help desk operations escalate problems to the appropriate groups for resolution.	✓
18.4002	Know the organization's standard procedures and criteria for escalating problems to other IT groups.	✓
18.4003	Effectively escalate problems to the appropriate IT group for resolution. Provide appropriate documentation.	✓
18.5000	Understanding of the benefits of using the corporation's standard greeting in supporting customer	
18.5001	While operating in the call center or help desk, use the customer's name, identify yourself and your company and offer assistance to set the tone for the call and build rapport establishing an atmosphere of trust and respect.	✓
18.5002	Know the benefits and components of a standard greeting and why using the customer's name during the greeting is important.	✓
18.5003	Demonstrate to the coach your effective use of standard greeting principles including using the customer's name in your communications. Conduct an observation session with coach.	✓
19.0000	Troubleshoot problems Level I	
19.1000	Ability to effectively answer customer questions about desktop systems and telephones (including VoIP).	
19.1001	Operate the help desk and answer user's questions about the operations of the organization's product.	✓
19.1002	Know how to answer customer questions about organization's product.	✓
19.1003	Demonstrate ability to effectively answer user's questions on organization's product.	✓
19.2000	Ability to provide customers first level troubleshooting assistance	
19.2001	Review, learn and successfully practice the organization's procedures for providing first level troubleshooting assistance such as showing a customer how to diagnose common problems, walking a customer through a solution, helping a customer to install software, etc. Provide support from the help desk, a service center, and personal workstation, via email or in-person desk side.	✓
19.2002	Know the organization's practices and procedures for providing first level troubleshooting support to customers.	✓
19.2003	Successfully provide first level troubleshooting support to customers including how to deliver several aspects of assistance from a help desk, service center, personal workstation or desk side in-person.	✓
19.3000	Knowledge of latest IT technologies and how they may apply	
19.3001	Remain current in hardware and software enhancements and applications by conducting all of the following: Read IT reference materials, market news, blogs, and IT related periodicals. Participate in discussions with peers, coaches and vendors on latest IT advances. Access and review web based information and other information sources on hardware and software applications. Discuss with peers and coach and how new hardware, enhancements or applications might be used by the organization.	✓
19.3002	Know how to employ information sources to remain current in IT hardware and software enhancement and applications.	✓

19.3003	Demonstrate current awareness of IT technologies and possible applications. Provide appropriate documentation.	✓
20.0000	Provide customer service support and training Level I	
20.1000	Ability to provide desk side support	
20.1001	Review, learn and successfully practice the organization's procedures for providing IT support to customers.	✓
20.1002	Know the organization's practices and procedures for providing customer assistance.	✓
20.1003	Independently make successful field calls provide IT support for customers.	✓
20.2000	Working knowledge of the responsibilities of the help desk operator	
20.2001	Learn and practice organization's help desk operator's responsibilities to customers. Accept ownership of inquiries and problems, deliver quality customer support, understand and document customer needs, and manage customer expectations.	✓
20.2002	Know the responsibilities of the organizations help desk operators to their customers.	✓
20.2003	Demonstrate a working knowledge of the responsibilities of the help desk operator and the ability to put them into effective practice.	✓
20.3000	Ability to identify, manage and overcome barriers to communication	
20.3001	Learn and practice how to identify, assess and validate the caller's educational background, first language (if other than English), product familiarity and other human factors in order to facilitate communication. If appropriate, develop caller assessment metrics to use in training and to maximize the quality of the support incident.	✓
20.3002	Know how to identify, manage and overcome barriers to communication.	✓
20.3003	Demonstrate avoidance of potential communication barriers when providing customer support. Conduct observation session with coach.	✓
20.4000	Ability to independently operate a help desk and assist customers with needs and problems	
20.4001	Study, learn and effectively practice organization's help desk policies, practices and procedures. Effectively participate in responding to customer help desk calls including significant independent operations under a variety of situations. Provide status of trouble tickets and actions taken to correct problems.	✓
20.4002	Know the organization's help desk operations and customer interaction principles for effectively providing support to a variety of users.	✓
20.4003	Independently operate the organization's help desk and provide effective and responsive assistance in a variety of situations for a variety of users.	✓
20.5000	Ability to effectively communicate with customers	
20.5001	Study, learn and effectively practice the basic psychology of a customer in need, how to speak and behave with the customer in a clear confident manner to foster customer confidence. Understand customer needs and how to articulate possible solutions.	✓
20.5002	Know how to effectively communicate and interact with the help desk customers.	✓
20.5003	Demonstrate effective communication and interaction with help desk customers. Conduct observation session with coach.	✓

20.6000	Knowledge of the organization's hardware and software usage policies and ability to apply policy in supporting customers	
20.6001	Learn, understand and document the organization's policy and practices for the use of computer equipment and software. Use this information to provide customer support regarding approved and unapproved software and equipment and how approved items may be used. Provide information on the use of internet applications and practices to maintain security and integrity.	✓
20.6002	Know organization's usage policy and practices for utilization of computer hardware and software.	✓
20.6003	Present documentation to the coach to demonstrated understanding. Successfully provide customer support on the usability of computer equipment and software.	✓
20.7000	Ability to assist and provide instruction on the basics of back-up and recovery of user disk files	
20.7001	Review, learn and successfully practice the organization's procedures for backing-up and recovering end user disk drives and files including; manual back-ups, automated scheduled back-ups, making ghost images, etc. Assist and train customers in these procedures.	✓
20.7002	Know how to assist and train customers in the back-up and recovery of disk files.	✓
20.7003	Successfully assist and train customers in using backup procedures and in recovering lost files.	✓
20.8000	Ability to install, configure and provide instruction on basics of using common office software tools	
20.8001	Review, learn and successfully practice how to install, configure and use common office software tools such as; Word, Excel and Power Point. Assist and train customers in these procedures.	✓
20.8002	Know how to assist and train customers in using common office software tools.	✓
20.8003	Successfully assist and train customers in using common office software tools.	✓
20.9000	Ability to solicit customer feedback and use the information to improve customer service	
20.9001	Solicit feedback from customers on the quality of service and their needs and desires for service. Document this information, analyze it and develop a paper or presentation on how customer services could be improved.	✓
20.9002	Know the organization's procedures for obtaining customer feedback and using it to improve service.	✓
20.9003	Present a paper or oral presentation on customer feedback and how it can be used to improve service. Coach considers the paper or presentation acceptable.	✓
20.1100	Ability to assist and provide instruction on the use of the organization's telephone system	
20.1101	Review, learn and successfully practice the organization's procedures for operation and using the telephone system. Assist and train customers in these procedures.	✓
20.1102	Know how to assist and train customers on the use of the organization's telephone system.	✓
20.1103	Successfully assist and train customers in using the organization's telephone system.	✓
20.1200	Review Abilities to Perform Level I Competencies	OJT
21.0000	Take user calls and manage trouble tickets Level II	

21.1000	Knowledge of the organization's trouble ticket system and ability to use it to assess customer needs and improve help desk service	
21.1001	Study, learn and practice the components of the organization's problem management process. Assist in solving customer problems using the process and accessing the resources required. Document the steps taken and the responsibilities assigned in managing and resolving three or more problems.	✓
21.1002	Know the organization's problem management process and the roles various parts of the organization have in problem resolution.	✓
21.1003	Demonstrate ability to use the organization's problem management process. Coach approves documentation on steps taken and roles assigned in managing and resolving three or more problems.	✓
21.2000	Knowledge of the organization's trouble ticket system and ability to use it to assess customer needs and improve help desk service	
21.2001	Study, learn and practice supporting customers with advanced office configurations such as remote mail access and management, extended word processing and spreadsheet options and configurations.	✓
21.2002	Know how to support and troubleshoot advanced office applications.	✓
21.2003	Demonstrate ability to support clients with advanced office applications.	✓
21.3000	Ability to provide timely and effective status updates to customers	
21.3001	Review, learn and successfully practice the organization's procedures for monitoring service quality including recognizing and responding to service abnormalities. Evaluate procedure effectiveness, document findings and if possible develop recommendations of improvement in procedures.	✓
21.3002	Know the organization's practices and procedures for monitoring operation and performance of services.	✓
21.3003	Monitor service quality and respond to service abnormalities. Discuss findings on the established procedures effectiveness and recommendation for improvements with the coach. If coach approves set-up and document new procedures.	✓
21.4000	Ability to assess and escalate serious or unusual problems to the appropriate group for resolution	
21.4001	Study and learn how to assess and escalate serious problems to other groups. During help desk operations escalate serious or unusual problems to the appropriate group for resolution and track the results.	✓
21.4002	Know the organization's procedures for assessing and escalating serious or unusual problems to other IT groups	✓
21.4003	Effectively assess and escalate serious or unusual problems to the appropriate IT group for resolution. Provide appropriate documentation.	✓
21.5000	Ability to provide standard trouble ticket status reports to management	
21.5001	Collect weekly data on trouble tickets and their resolution for four weeks. Document the data using the organization's standard formats and present the reports to management for approval at the proper time each week.	✓
21.5002	Know how to provide standard weekly status reports to management on trouble ticket operations and resolutions.	✓
21.5003	Status reports are accurate, on time and in accordance with organization's standard formats.	✓
21.6000	Working knowledge of the variables determining priority/severity of a call	

21.6001	Learn the organization's procedures for determining the priority or severity of calls and implement them in the help desk setting. In the absence of specific operating procedures, develop criteria to use such as: - number of personnel affected - impact on the organization - workload at the help desk - ability to provide a solution	✓
21.6002	Know the variables that determine the priority/severity for a call.	✓
21.6003	Demonstrate ability to effectively follow call priority/severity standards. Recommend any changes needed to increase the effectiveness of the procedures and discuss with coach.	✓
21.7000	Ability to monitor help desk workload and prioritize trouble tickets to effective use time	
21.7001	Operate the help desk, field trouble tickets, assess potential problems and prioritize trouble ticket responses in accordance with help desk workload to effectively manage time. Document two weeks of trouble ticket responses, the prioritizations applied and how workload was impacted.	✓
21.7002	Know how to monitor help desk workload, manage time and prioritize trouble tickets.	✓
21.7003	Effectively manage time while operating the help desk and responding to trouble tickets. Present documentation on the prioritization of trouble tickets and how it impacts workload.	✓
22.0000	Troubleshoot problems Level II	
22.1000	Ability to use the organization's problem management process and access the resources needed in resolving problems	
22.1001	Study, learn and practice the components of the organization's problem management process. Assist in solving customer problems using the process and accessing the resources required. Document the steps taken and the responsibilities assigned in managing and resolving three or more problems.	✓
22.1002	Know the organization's problem management process and the roles various parts of the organization have in problem resolution.	✓
22.1003	Document problems using the organization's problem management process. Coach approves documentation on steps taken and roles assigned in managing and resolving three or more problems.	✓
22.2000	Ability to support and troubleshoot advanced office applications	
22.2001	Study, learn and practice supporting customers with advanced office configurations such as remote mail access and management, extended word processing and spreadsheet options and configurations.	✓
22.2002	Know how to support and troubleshoot advanced office applications.	✓
22.2003	Support clients with advanced office applications. Provide documentation and/or schedule an observation session with coach.	✓
22.3000	Ability to monitor organization's service quality and recognize and respond to service quality abnormalities	
22.3001	Review, learn and successfully practice the organization's procedures for monitoring service quality including recognizing and responding to service abnormalities. Evaluate procedure effectiveness, document findings and if possible develop recommendations of improvement in procedures.	✓

22.3002	Know the organization's practices and procedures for monitoring operation and performance of IT infrastructure services.	✓
22.3003	Demonstrate ability to monitor IT service quality and respond to service abnormalities. Discuss findings on the established procedures effectiveness and recommendation for improvements with the coach. If coach approves set up and document new procedures.	✓
23.4000	Ability to develop, test and implement solutions to problems detected during troubleshooting	
23.4001	Learn and practice developing, testing and implementing solutions for a variety of problems discovered during troubleshooting operations. Propose three or more solutions for problems detected during troubleshooting.	✓
23.4002	Know how to recommend, test and implement solutions for problems detected during troubleshooting.	✓
23.4003	Test, get approved and successfully implement two or more problem solutions.	✓
24.5000	Ability to use existing resources to obtain knowledge on the organization's network devices	
24.5001	List all the principal network devices in use by the organization by the manufacturer and model number. Using the organization's library of manuals, specifications and other information, determine if information exists on all network devices in use. Document findings. In areas where information is lacking or unavailable use the Internet, telephone and surface mail to obtain the technical information needed.	✓
24.5002	Know how to find reference material and information on the organization's network devices.	✓
24.5003	Provide findings and any new information obtained to the coach. Documentation is considered adequate and new information is entered into the organization's library.	✓
24.6000	Ability to provide customers remote troubleshooting assistance from the help desk or personal workstation	
24.6001	Review, learn and successfully practice using the organization's tools and procedures for providing remote customer troubleshooting assistance such as walking a customer through a problem investigation, showing a customer how to test their system, helping a customer to evaluate software issues, etc. Evaluate procedure effectiveness, document findings and if possible develop recommendations of improvement in procedures.	✓
24.6002	Know the organization's tools, practices and procedures for providing remote customer troubleshooting assistance.	✓
24.6003	Successfully provide remote customer troubleshooting assistance on several occasions from the help desk or personal workstation. Discuss findings on the established procedure effectiveness and recommendation for improvements with the coach. If coach approves set up and document new procedures.	✓
24.7000	Knowledge of latest IT technologies and how they may apply	
24.7001	Remain current in hardware and software enhancements and applications by conducting all of the following. Read IT reference materials and IT related periodicals. Participate in discussions with peers, coaches and vendors on latest IT advances. Access and review web based information and other information sources on hardware and software applications. Discuss with peers and coach and how new hardware, enhancements or applications might be used by the organization.	✓
24.7002	Know how to employ information sources to remain current in IT hardware and software enhancement and applications.	✓
24.7003	Remain current on IT technologies and their possible application. Provide research and notes to coach and discuss.	✓

25.0000	Provide customer service support and training Level II	
25.1000	Demonstration of a service-based attitude in dealing with customers	
25.1001	Learn and practice the characteristics of a service-based attitude in assisting help desk customers. Demonstrating a willingness to take ownership of the problem and see it to resolution. Provide assistance with a positive attitude being respectful and courteous. List the characteristics for a service-based attitude.	✓
25.1002	Know the characteristics of an attitude governed by service and the impact of a service-governed attitude.	✓
25.1003	Discuss the characteristics of a service-based attitude with the coach and provide appropriate examples demonstrating a service-based attitude in supporting customers.	✓
25.2000	Ability to use active listening techniques to improve communication with customers	
25.2001	Learn and use active listening principles in operating the help desk and responding to customer calls. Listen to the customer and acknowledging via feedback, paraphrasing and repeating to assure proper information is being communicated. Record examples of these principles and their use.	✓
25.2002	Know the principles of active listening and how it can be used to improve communication between the customer and help desk operator.	✓
25.2003	Demonstrate ability to use active listing techniques to enhance communication with customers. Provide recorded examples of customer calls where active listing was used to demonstrate effective use of these principles.	✓
25.3000	Ability to proactively manage communications and liaison with customers and technical groups using regular updates and status reports	
25.3001	Learn and practice a proactive approach to communications with customers and technical groups by using regular updates and status reports. During situation changes and escalations keep all parties fully informed of the status of actions being taken. Provide standard liaison between users and technical groups. Document status reporting on 5 or more occasions of customer support and liaison.	✓
25.3002	Know how to be proactive in managing communication with users and technical groups by using regular updates during status changes and escalation. Know how to be proactive in maintaining liaison between users and technical groups.	✓
25.3003	Demonstrate ability to keep customers and technical groups fully informed during status changes and escalations. Provide documentation on communication and liaison actions taken on 5 or more occasions to coach. Coach considers actions taken proactive and fully adequate.	✓
25.4000	Ability to use that organization's procedures, including surveys, escalation and other tools for analyzing customer assistance call trends and systemic problems	
25.4001	Learn the organizations procedures, surveys, escalation and other tools for analyzing customer assistance calls to determine trends and systemic problems. Participate in conducting surveys, analyzing results and proposing improvements in service quality. Participate in using organizations tools for analyzing call trends and systemic problems and determining where service improvements can be made. Document the results including recommendations for improvements.	✓
25.4002	Know the organization's procedures, including surveys, escalation and other tools for analyzing customer assistance call trends and systemic problems.	✓

25.4003	Describe to the coach how and when surveys and other tools are used in the organization and how resulting information is assimilated. Present documentation on survey results, call trends and other data that support recommendations for improvements to coach. Coach considers documentation and recommendations appropriate.	✓
25.5000	Ability to provide basic PC and telephone security training for users	
25.5001	Train users on basic PC and telephone security procedures such as maintaining current virus protection, backing up files and documents, appropriate subjects for telephone communications and those to avoid, internet security procedures, etc.	✓
25.5002	Know how to provide basic PC and telephone security training to users.	✓
25.5003	Demonstrate ability to effectively train users in basic PC and telephone security procedures.	✓
25.6000	Ability to support and train users in the use of self-help tools implemented in the organization	
25.6001	Learn and master the self-help tools used in the organization including fax-back systems, IVR-based systems, web-based and online systems. Support and train customers in resolving their own requests and problem using these tools. Document examples of successful training and where training has reduced the level of help desk requests.	✓
25.6002	Know how to support and train users in the use the self-help tools implemented in the organization.	✓
25.6003	Demonstrate ability to support and train users in the organization's self-help technologies. Provide documentation on training successfully achieved and, if possible, where user call rates have declined as the result of the training.	✓
25.7000	Ability to assess training needs and develop new training or self-help materials	
25.7001	Review and document the organization's existing self-help and training materials and identify areas where these materials may be inadequate or need upgrading. Select one area and develop new or improved training materials for use by the organization.	✓
25.7002	Know how to assess training needs and develop new self-help guidance and training materials.	✓
25.7003	Present proposals for new or improved self-help or training materials to the coach and management. Coach considers the proposals adequate and the materials well developed. If approved by management, implement the new materials.	✓
25.8000	Review Abilities to Perform Level II Competencies	OJT
26.0000	Take user calls and manage trouble tickets Level III	
26.1000	Ability to provide standard and/or special status reports on the entire trouble ticket system	
26.1001	Collect weekly data on trouble tickets, their resolutions, system operations and any unusual or "special" problems for 6 weeks. Document the data using the organization's standard formats or develop special reports where necessary for unusual or special cases. Present the reports to management for approval as required by standard reporting or as necessary for special reports.	✓
26.1002	Know how to provide weekly status reports to management on trouble ticket operations, resolutions, system operations and unusual or "special" problems encountered.	✓
26.1003	Status reports are accurate, on time and in accordance with organization's standard formats. Special reports are accurate and timely.	✓

26.2000	Ability to gather and use customer inquiries, feedback and call trends to improve quality of service	
26.2001	Review, analyze and identify trends in customer inquiries, feedback and customer assistance including items such as repeat calls, rework, and persistent problems. Based on knowledge gained during the analysis process identify and document potential actions to improve quality of support. Present findings to management for action.	✓
26.2002	Know how to gather and analyze customer inquiries, feedback and assistance call trends to improve quality of service.	✓
26.2003	Coach considers documentation and proposals acceptable. If management approves proposals are implemented	✓
26.3000	Ability to use surveys to assess and improve the organization's help desk and desk side service quality	
26.3001	Conduct or assist in conducting a one-time survey, an on-going survey or an annual survey and assess the resulting data to determine the effectiveness of the organization's desk side or desk side customer support skills. Document the assessment and develop recommendations for changes to the support procedures to improve the organization's service quality.	✓
26.3002	Know how to use of the on-going survey, the annual survey or the one-time survey to provide a quality assessment of the help desk's practices, procedures, tools utilized, and methods for providing help desk and desk side customer assistance.	✓
26.3003	Present the assessment and recommendations to the coach and management. Coach considers assessment accurate and recommendations acceptable.	✓
26.4000	Ability to use common metrics to assess quality of help desk support	
26.4001	Study and learn help desk performance measurements (metrics) used by the organization such as the average speed to answer (ASA), the average abandon rate (ABA), talk time, availability, and first contact resolution rate. Use the metrics to determine if performance is at, above or below organization's requirements for a period of at least one month. Document any recommendations to improve performance as shown by the metrics.	✓
26.4002	Know how common help desk service metrics are developed, maintained and assessed to monitor and improve performance.	✓
26.4003	Demonstrate understanding and ability to use the organizations service metrics. Present results of the one month assessment of the metrics to the coach along with recommendations to improve performance. Coach considers assessment and recommendations acceptable.	✓
26.5000	Knowledge of the organization's call monitoring system and how it can help to improve performance	
26.5001	Study and evaluate one or more incident monitoring method used by the organization including but not limited to one-on-one, remote service (live or recorded), and customer satisfaction surveys. Develop a short paper or presentation showing how incident monitoring can help to ensure the call documentation process is followed, validate information provided to the customer, identify areas where processed are not acceptable, and promote proactive behavior.	✓
26.5002	Know the organization's mechanisms and methods for incident and call monitoring, how this monitoring benefits the company and customer and its quality assurance aspects.	✓
26.5005	Provide the paper or presentation to the coach and group of peers. Coach considers knowledge and paper acceptable.	✓

27.0000	Troubleshoot problems Level III	
27.1000	Ability to analyze major network or help desk problems and research solutions	
27.1001	Participate on a team investigating a major network or help desk problem. Assist in determining the exact scope and details of the problem, developing possible solutions, assessing those solutions and determining the solution to implement. Consider technical factors as well as costs and time to implement and use business case analysis or a similar procedure to assist in the analysis.	✓
27.1002	Know how to analyze major problems with network or help desk operations and research solutions.	✓
27.1003	Demonstrate ability to support the analysis and research of major network or help desk problems as determined by other team members and the coach.	✓
27.2000	Ability to develop, test and implement solutions to unique or unusual problems detected during troubleshooting	
27.2001	Learn and practice developing, testing and implementing solutions for a unique or unusual problems discovered during troubleshooting operations. Propose and test solutions for these problems and document the procedures used and results obtained. If found acceptable, successfully implement the solutions.	✓
27.2002	Know how to develop, test and implement solutions for unique or unusual problems detected during troubleshooting.	✓
27.2003	Two or more unique problem solutions are tested, approved and successfully implemented. Procedures are documented for future use on similar problems.	✓
27.3000	Ability to document and communicate problems, solutions and the implementation process	
27.3001	Document all the steps of the analysis process, research conducted, and the solution decided upon and how the solution was implemented.	✓
27.3002	Document and communicate problems, solutions, and the implementation process.	✓
27.3003	Present documentation showing all factors of the process to management and coach.	✓
27.4000	Knowledge of latest IT technologies and how they may apply	
27.4001	Remain current in hardware and software enhancements and applications by conducting all of the following. Read IT reference materials and IT related periodicals. Participate in discussions with peers, coaches and vendors on latest IT advances. Access and review web-based information and other information sources on hardware and software applications. Discuss with peers and coach and how new hardware, enhancements or applications might be used by the organization.	✓
27.4002	Know how to employ information sources to remain current in IT hardware and software enhancement and applications.	✓
27.4003	Demonstrate ability to remain current on IT technologies and their possible application.	✓
27.5000	Knowledge of established troubleshooting guidelines and procedures and ability to use them	
27.5001	Learn and follow the guidelines and procedures established for several troubleshooting sessions. Arrange to train a group of peers or new employees in complying with the established guidelines and procedures.	✓
27.5002	Know the importance of following established guidelines and procedures for troubleshooting and how to use them.	✓

27.5003	Demonstrate understanding of pre-established guidelines and procedures for troubleshooting. Successfully conduct a training session for peers or new employees.	✓
27.6000	Ability to set up and document new troubleshooting procedures	
27.6001	Study and learn the process for setting up and documenting new troubleshooting procedures. Find one or more troubleshooting situations where existing procedures are inadequate and set up and document new procedures to fit the situation.	✓
27.6002	Know how to set up and document new troubleshooting procedures when necessary.	✓
27.6003	One or more sets of new troubleshooting procedures are set up and approved by the coach.	✓
27.7000	Ability to use open and closed questions in troubleshooting problems with customers	
27.7001	Learn the differences between open and closed questions and how they can be used in troubleshooting problems. Utilize these techniques in dealings with customers to assist in solving problems.	✓
27.7002	Know how open and closed questioning techniques can be used to assist in troubleshooting problems by directing the conversation toward successful conclusion.	✓
27.7003	Successfully use open and closed questions in troubleshooting problems. Cite examples of each and how they affect help desk performance parameters.	✓
28.0000	Provide customer service support and training Level III	
28.1000	Knowledge of the operations of other technical groups and ability to effectively provide liaison for users with these groups	
28.1001	Learn the purposes and operations of the other technical groups in the IT organization. Assess user needs for additional assistance and obtain that assistance by providing effective liaison and communications with the other technical groups. Identify boundaries of responsibility, determine requirements for other groups' support and provide effective communications among all concerned.	✓
28.1002	Know the operations of other technical groups within the IT organization and provide liaison for the user with these groups.	✓
28.1002	Demonstrate ability to assess user needs and provide effective liaison for users with other technical groups so support is effectively provided.	✓
28.2000	Ability to identify and develop new or improved user training	
28.2001	Use an existing or develop a new short survey to solicit users' requirements for IT related training. Compare the results of the survey with the existing training materials and identify two or more areas where training appears to be inadequate to support user needs. Gain approval from coach and develop materials and procedures for providing the new or improved training. Test the training materials for effectiveness on selected users and modify as necessary. Present the new training materials and procedures to the coach and management.	✓
28.2002	Know how to identify and develop new or improved training users may require improving their ability to use IT systems and services.	✓
28.2003	New training materials are judged effective by coach and if management concurs they are placed into service.	✓
28.3000	Understanding of knowledge management principles and how they are implemented in the organization	

28.3001	Learn basic knowledge management principles and how they are implemented in the organization. Use and understand the organization's tools and processes for treating information as a resource. Identify and use the methods in place at the help desk to capture and reuse knowledge for improving quality of service.	✓
28.3002	Know the principles of and uses for knowledge management and how it is implemented the organization.	✓
28.3003	Explain to the coach the principles of knowledge management and how it is implemented in the organization. Provide examples of how knowledge management is used to improve the quality of help desk support.	✓
28.4000	Review Abilities to Perform Level III Competencies Approximately 2000 hours	OJT

Occupation: Help Desk Technician

O*NET CODE: 15-1151.00

RAPIDS CODE: 1131CB

Related Instruction Description:	Approximate Hours:
CGS1560 – A+ Computer Operating Systems <ol style="list-style-type: none"> 1. Demonstrate an understanding of the development of the microcomputer operating systems 2. Demonstrate an understanding of operating system fundamentals 3. Demonstrate an understanding on the ability to install, configure and upgrade microcomputer operating systems 4. Demonstrate an understanding on the ability to diagnose and troubleshoot operating systems 5. Demonstrate an understanding on the ability to configure the network capabilities of Windows 6. Demonstrate an understanding on virtualization 	180
CTS1131 – A+ Computer Essentials & Support <ol style="list-style-type: none"> 1. Demonstrate an understanding of computer fundamentals 2. Demonstrate an understanding of how computers are designed and how computers function 3. Demonstrate the ability to troubleshoot and restore computer systems 4. Demonstrate an understanding of laptops and portable devices 5. Demonstrate an understanding of operating systems 6. Demonstrate an understanding of printers and scanners 7. Demonstrate an understanding of computer networks 8. Demonstrate an understanding of computer and network security 9. Demonstrate an understanding of safety and environmental 10. Demonstrate an understanding of communication skills and professionalism 11. Demonstrate an understanding of user support and workplace skills 12. Demonstrate an understanding of Virtualization and Cloud Computing 	180
CTS1134 – Networking Technologies <ol style="list-style-type: none"> 1. Demonstrate understanding knowledge of computer network concepts 2. Demonstrate an understanding of network infrastructure 3. Demonstrate an understanding of network operations 4. Demonstrate an understanding of network security 5. Demonstrate an understanding of network troubleshooting and tools 6. Demonstrate an understanding of industry standards, practices, and network theory 7. Demonstrate an understanding of network communications 8. Demonstrate an understanding of network user support and professional development skills 	180
CTS1328 – Supporting Microsoft Clients <ol style="list-style-type: none"> 1. Demonstrate how to install the Windows client operating system 2. Demonstrate how to configure the Windows client system settings 3. Demonstrate how to manage disks, folders and files for a Windows client 4. Demonstrate how to manage users and groups for a Windows Client 5. Demonstrate how to manage device drivers and printers for a Windows client 6. Demonstrate how to manage network settings of a Windows Client 7. Demonstrate how to manage the security features of a Windows client 8. Demonstrate how to manage Windows Applications 9. Demonstrate how to optimize Windows client performance 10. Demonstrate how to troubleshoot a Windows client 11. Demonstrate how to configure Windows client mobile features 12. Demonstrate workplace skills and professionalism 	180
TOTAL MINIMUM HOURS:	720

Apprentices that successfully complete any one (1) out of the four (4) courses listed below will satisfy the RTI requirement of the apprenticeship program. In addition, the apprentice must participate in the three (3) certifications listed below.

College Credit Certificate Help Desk Support Technician	
Program Number 66037	
CIP Code 0511010313	
Related Technical Instruction	College Credits
CGS 1560C A+ Computer Operating Systems OR	4
CTS 1131 A+ Computer Essentials & Support OR	4
CTS 1328 Supporting Microsoft Clients OR	4
CTS 1134 Networking Technologies	4
CompTIA A+ Certification EXAM NUMBER: 220-901	Participate
CompTIA A+ Certification EXAM NUMBER: 220-902	Participate
CompTIA Network+ Certification EXAM NUMBER: N10-007	Participate

Section XXX**LISTING OF PARTICIPATING EMPLOYERS**

Kaseya US Sales, LLC	

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX

hereby adopts this Appendix on this ____ day of _____, 2019.

Signature of Sponsor Chair

Vice Provost of Academic Schools

Title/Affiliation

John Wensveen, Ph.D.

Printed Name

REVIEWED BY:

Randy Holmes
Name
Apprenticeship & Training Representative

Date

REVIEWED

APPROVED

REGISTERED

FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION - APPRENTICESHIP

Authorized Official - Registration Agency

Date