# **Work Process Schedule**

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| IT Generalist |
| **Job Description:** Set up technology for employees, maintain internal networks, support telework functions, and provide help desk support |
| **RAPIDS Code:** 1059CB | **O\*NET Code:** 15-1151.00 |
| **Estimated Program Length:** 1 year |
| **Apprenticeship Type:** [x]  Competency-Based [ ]  Time-Based [ ]  Hybrid |

Suggested On-the-Job Learning Outline

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| Sets up and removes employee or client workstations or devices, including setting up access controls |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Sets up desktop, laptop and other devices for employees
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| 1. Installs software on network or individual users' computers, laptops or devices and sets appropriate access controls or authorities
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| 1. Sets up user identifications and passwords and implements policies regarding passwords and user/administrator permissions
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| 1. Establishes secure external connections to network or desktops using secure remote access technology
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| 1. Installs printers on networks or individual devices
 |  |  |
| 1. Sets up network map, employee folders and centralized data repositories
 |  |  |
| 1. Sets up email account for users and establishes storage limits and backup parameters
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| 1. Maintains and manages software licenses
 |  |  |
| 1. Removes users from network, archives data and files, removes workstations and disables devices for users exiting the organization or prohibited from using IT resources
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|  Installs, provides user support for, or troubleshoots hardware and commercial software |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Uses FAQ's or other job aids to troubleshoot hardware or software faults
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| 1. Uses logic to discover source of faults and recommends appropriate solutions
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| 1. Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages
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| 1. Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor
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| 1. Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches
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| 1. Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems
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| Supports internal or external clients in the use of audio/visual technology and conference technology |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related device
 |  |  |
| 1. Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing
 |  |  |
| 1. Tests equipment and software prior to use to ensure sound and video quality is acceptable
 |  |  |
| 1. Sets up, schedules and manages web-based or video conferences
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| 1. Provides support to users during meetings, conferences or webinars
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| 1. Sets up user accounts on voice technologies or systems, including voicemail
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| Installs, maintains and troubleshoots networks |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Installs and maintains wired and wireless networks
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| 1. Connects devices to networks physically and using remote access technologies
 |  |  |
| 1. Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses
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| 1. Tests resiliency of security devices or software and monitors bandwidth utilization
 |  |  |
| 1. Establishes and sets access levels and permissions based on employees' job roles and company policies
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| 1. Assists in setting up, configuring and managing servers including data storage
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| 1. Sets up user identification parameters on servers
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| 1. Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies
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| Makes minor software modifications to improve performance or customize to user needs |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Surveys user needs to understand what modifications are needed
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| 1. Modifies a program within a software package, including securing permission from vendors to do so
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| 1. Inserts or loads organizational templates or standards into software, such as presentation templates in PowerPoint or equivalent software
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| 1. Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions
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| Assists in maintaining or updating web content and manages user access profiles and authorities |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Sets user/author access permissions based on organization's policies
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| 1. Uploads new content to organization's website or removes old content as instructed
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| 1. Tests functionality of links embedded in the website
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| 1. Notifies appropriate person if incorrect, outdated or otherwise problematic content is identified
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| 1. Notifies appropriate person if website is not functioning properly
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| Monitors and helps maintain network security by adhering to security policies |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Monitors adherence to password policies, including enforcement of password update intervals
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| 1. Sets user access levels and permissions based on organizational policies
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| 1. Monitors antiviral software to understand potential threats and updates as needed
 |  |  |
| 1. Reads, attends conferences or interacts with other IT professionals to know and understand current threat levels and mechanisms
 |  |  |
| 1. Ensures that encryption technology and access controls are utilized to protect sensitive data
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| 1. Ensures that off-site staff are using secure connections to access network
 |  |  |
| 1. Assists in or monitors use of back-up technologies and network redundancies to minimize risk
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Suggested Related Instruction Outline

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| Provider |
| **Name:**  |
| **Address:**  |
| **Email:** | **Phone Number:** |
| **Suggested Related Instruction Hours:** 144 |

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| **Course Number** | **Course Title** | **Contact Hours** |
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