GOODWILL
of Silicon Valley

CAREER TRAINING PROGRAMS 2021

IT Service & Support

Description: ==(Programs are offered at NO COST to clients)==

● Prepares graduates for entry level desktop support, help desk, and technical customer service jobs ● Introduces troubleshooting and customer service, networking operating systems, system administration, automation and security ● Earns a Google IT Support Professional Certification (must pass certification exam)

Eligibility Requirements:

- Eligible to work in the USA, 18 years or older, Must live in one of the following Counties - San Mateo, Santa Clara, Alameda, San Francisco, Contra Costa, or Santa Cruz.
- Can only enroll in one JobTrain training program.
- HS Diploma/Equivalent completed prior to start of class.
- Possesses basic math skills and proficiency in written and oral communication skills

Career Opportunities:

- ★ IT Support Technician
- ★ Help Desk Specialist
- ★ IT Desktop Support Tech

Course Information:

Monday to Friday
Hours: 9:00 am - 3:00 pm

Length: 11 weeks
Location: Online

Session Information:

Session 1	Start 4/5/2021	End 6/17/2021
Session 2	Start 7/6/2021	End 9/17/2021
Session 3	Start 10/4/2021	End 12/17/2021

How to Register:

Contact: Gina Pichinino at ginap@goodwillsv.org to reserve your spot ASAP.
[Flyer link](#)