

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:

Days: Monday to Friday
Time: 9:00 am - 3:00 pm

Length: 11 weeks
Location: Online

Session Information:

Session 1	Start: 4/5/2021	End: 6/17/2021	Deadline to apply: CLOSED
Session 2	Start: 7/6/2021	End: 9/17/2021	Deadline to apply: CLOSED
Session 3	Start: 10/4/2021	End: 12/17/2021	Deadline to apply: 9/17/2021

How to Register:

Contact Amy Gamoney at amyg@goodwillsv.org to reserve your spot ASAP.
[Flyer link](#)