

## WTCS Repository

# Program Design

50-154-1 IT SERVICE DESK TECHNICIAN APPRENTICE

Description

An **IT Service Desk Technician**is responsible for fielding incoming technical support communications and tickets, troubleshooting issues, communicating over the phone, email, chat, resolving help inquiries.

This program developed under the WAGE$ grant 2017-18 in partnership with the WTCS and Wisconsin Department of Workforce Development – Bureau of Apprenticeship Standards.

Entry Requirements

Registered Wisconsin Apprentice

Apprenticeship Minimum Standards

**Title:** IT Service Desk Apprentice

**Type**:  Hybrid (both time and competency-based requirements)

**Overall Length:**  1 years (12 months of not less than 2144 hours)

**Related Instruction:**  144 hours over 12 months

**Probation Period:**  12 months

**On the Job Training Duties/Work processes:**

* Process incoming customer contact (call/ticket/chat)
* Triage the issue
* Communicate triage results with customer
* Solve the issue
* Escalate the issue
* Follow-up with issue

**Special Provisions:**  None

**Minimum Qualifications:**

- Be at least 18 years of age

- Have a high school diploma, GED or equivalency

- Have a valid government-issued photo identification

**Minimum Qualifications for Companies:**

- Must have been in business for one year.

**Apprentice to Journey Worker Ratio:** 1:1

DACUM Information

|  |  |
| --- | --- |
| Title | IT Service Desk Technician |
| Sponsoring Organizations | Bureau of Apprenticeship Standards, DWD Wisconsin Technical College System |
| DACUM Date | October 13, 2017 at WIN, Eau Claire, WI  Finalized November 27, 2017 at UW Health, Madison, WI |
| DACUM Chart | [IT Service Desk DACUM 2017](https://wtcsystem.wids.org/PublicDocuments.axd?DocumentID=e9e96608-2aae-4120-8403-7c8dddcc3532) |

|  |  |  |
| --- | --- | --- |
| DACUM Panel of Experts | | |
| Participant | Title | Organization |
| JoAnn Jensen | Senior Manager – Client Compute | Eastbay/Footlocker |
| Erin Garney | Network Systems Manager | WIN |
| Gina Kelliher | Help Desk Manager | UW Health |
| Rushiti Pajtim | IS Manager - End User Technical Support/Application Management and Deployment | UW Health |
| Dustin Deckrosh | Technical Analyst | VCPI |

### Program Outcomes

|  |  |
| --- | --- |
| 1 | Process incoming customer contact (call/ticket/chat) |
| 2 | Triage the issue |
| 3 | Communicate triage results with customer |
| 4 | Solve the issue |
| 5 | Escalate the issue |
| 6 | Follow-up with issue |

# 50-154-1 IT Service Desk Apprentice Related Instruction Model [2017-18]

Credits

|  |  |
| --- | --- |
| Total Credits | 4 |

## Year 1: Term A

|  |  |  |
| --- | --- | --- |
| Course # | Course Title | Credits |
| 50-154-701 | Research and Troubleshooting | 2 |

## Year 1: Term B

|  |  |  |
| --- | --- | --- |
| Course # | Course Title | Credits |
| 47-455-455 | Transition to Trainer: Your Role as a Journey Worker |  |
| 50-154-702 | Service Desk Documentation | 1 |
| 50-154-703 | Service Desk Professional Skills | 1 |

### Program Course List

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number | Title | Credits | Description | Pre/Corequisites |
| 50-154-701 | Research and Troubleshooting | 2 | Provides instruction to IT Service Desk Technician Research and Troubleshooting skills. Apprentices perform research and troubleshooting skills, investigate Service Desk operations, create a support utility kit, correct information and mistakes.  This course was developed in 2018 as part of the IT: Service Desk Apprenticeship development as part of the WAGE$ Grant. | None |
| 50-154-702 | Service Desk Documentation | 1 | Provides instruction to IT Service Desk Technician Documentation skills. Apprentices perform communication and documentation skills related to incorporating information sources, writing procedures, maintaining a knowledge base, preparing reports, presenting oral reports, and developing ticketing skills.  This program developed under the WAGE$ grant 2017-18 in partnership with the WTCS and Wisconsin Department of Workforce Development – Bureau of Apprenticeship Standards. | None |
| 50-154-703 | Service Desk Professional Skills | 1 | Provides instruction to IT Service Desk Technician professional skills. Apprentices will develop customer service skills, manage difficult customers, develop professional business skills, work with teams, minimize effects of stressful situations, develop time management skills.  This program developed under the WAGE$ grant 2017-18 in partnership with the WTCS and Wisconsin Department of Workforce Development – Bureau of Apprenticeship Standards.  Learning Plans and resources developed using funds from the WTCS State Leadership Grant 2018-2019. | None |
| 47-455-455 | Transition to Trainer: Your Role as a Journey Worker |  | Apprenticeship training is a collaborative partnership: employer and employee associations, government, and educational institutions each play a part. In reality, most learning takes place through the daily interaction between an apprentice and his/her co-workers. Surveys have shown that the apprentices are least satisfied with the on-the-job portion of their training--particularly the ability of journey level workers and supervisors to pass on their knowledge of the trade.   You have already learned to use the tools of your chosen trade. In this workshop you will be introduced to a new set of basic tools--the tools of a jobsite trainer. You will explore the skills that are necessary to be an effective trainer, discover how to deliver hands-on training, and examine the process for giving useful feedback. During the workshop you will build a Training Toolkit to take back to your work on the job. |  |

50-154-701 Research and Troubleshooting

# Course Outcome Summary

### Course Information

|  |  |  |
| --- | --- | --- |
|  | Description | Provides instruction to IT Service Desk Technician Research and Troubleshooting skills. Apprentices perform research and troubleshooting skills, investigate Service Desk operations, create a support utility kit, correct information and mistakes.  This course was developed in 2018 as part of the IT: Service Desk Apprenticeship development as part of the WAGE$ Grant. |
|  | Instructional Level | Technical Diploma |
|  | Total Credits | 2 |
|  | Total Hours | 72 |

### Course Competencies

|  |  |
| --- | --- |
| 1. | Demonstrate IT Service Desk research skills |
| 2. | Demonstrate IT Service Desk troubleshooting skills |
| 3. | Investigate various IT Service Desk operations |
| 4. | Create a support utility kit |
| 5. | Correct incorrect information |
| 6. | Correct personal mistakes |

50-154-702 Service Desk Documentation

# Course Outcome Summary

### Course Information

|  |  |  |
| --- | --- | --- |
|  | Description | Provides instruction to IT Service Desk Technician Documentation skills. Apprentices perform communication and documentation skills related to incorporating information sources, writing procedures, maintaining a knowledge base, preparing reports, presenting oral reports, and developing ticketing skills.  This program developed under the WAGE$ grant 2017-18 in partnership with the WTCS and Wisconsin Department of Workforce Development – Bureau of Apprenticeship Standards. |
|  | Instructional Level | Technical Diploma |
|  | Total Credits | 1 |
|  | Total Hours | 36 |

### Course Competencies

|  |  |
| --- | --- |
| 1. | Incorporate information sources |
| 2. | Write a set of procedures |
| 3. | Maintain a knowledge base of computer problems and solutions |
| 4. | Apply the principles of teamwork to collaborative writing |
| 5. | Prepare an informal report |
| 6. | Present an oral report |
| 7. | Demonstrate ticketing skills |

50-154-703 Service Desk Professional Skills

# Course Outcome Summary

### Course Information

|  |  |  |
| --- | --- | --- |
|  | Description | Provides instruction to IT Service Desk Technician professional skills. Apprentices will develop customer service skills, manage difficult customers, develop professional business skills, work with teams, minimize effects of stressful situations, develop time management skills.  This program developed under the WAGE$ grant 2017-18 in partnership with the WTCS and Wisconsin Department of Workforce Development – Bureau of Apprenticeship Standards.  Learning Plans and resources developed using funds from the WTCS State Leadership Grant 2018-2019. |
|  | Instructional Level | Technical Diploma |
|  | Total Credits | 1 |
|  | Total Hours | 36 |

### Course Competencies

|  |  |
| --- | --- |
| 1. | Develop customer service communication skills |
| 2. | Manage difficult customers |
| 3. | Develop professional business skills |
| 4. | Develop skills for working in teams |
| 5. | Minimize the effects of stressful situations |
| 6. | Demonstrate time management skills |

47-455-455 Transition to Trainer: Your Role as a Journey Worker

# Course Outcome Summary

### Course Information

|  |  |  |
| --- | --- | --- |
|  | Description | Apprenticeship training is a collaborative partnership: employer and employee associations, government, and educational institutions each play a part. In reality, most learning takes place through the daily interaction between an apprentice and his/her co-workers. Surveys have shown that the apprentices are least satisfied with the on-the-job portion of their training--particularly the ability of journey level workers and supervisors to pass on their knowledge of the trade.   You have already learned to use the tools of your chosen trade. In this workshop you will be introduced to a new set of basic tools--the tools of a jobsite trainer. You will explore the skills that are necessary to be an effective trainer, discover how to deliver hands-on training, and examine the process for giving useful feedback. During the workshop you will build a Training Toolkit to take back to your work on the job. |
|  | Total Hours | 8 |

### Course Competencies

|  |  |
| --- | --- |
| 1. | Value your role as a journey worker trainer |
| 2. | Serve as a mentor and job coach |
| 3. | Foster a positive work environment by acting as an ally/advocate |
| 4. | Provide hands-on skills training |
| 5. | Provide feedback on apprentice performance |