

INFORMATION TECHNOLOGY



Information Technology:

Students participating in the information technology program will have on-the-job training (OJT) in a paid position as an IT support apprentice. They will also complete A+ and Net+ certifications through online modules.

Employer:



Position: IT Support

Location: 6805 Douglas Legum Drive, Elkridge, MD 21075

OJT hours: Monday- Friday, 4 hours a day

Related Instruction: 30 minutes a day

Rate of Pay: \$12.00 + paid training

Job Description: Setting up new computer workstations, deploying software, assisting engineers with server and network implementation.

Job Title:	Apprentice	Status: Non-Exempt Hourly
Reports to:	Assigned Mentor, Director of Service Delivery	Department: Managed Services

Overview:

Howard Tech Advisors' Apprenticeship program provides a starting point into the IT profession. Participants are provided a Mentor, structured training, real-world customer and technical problem solving, and a lab environment for practicing acquired skills. The Apprentice will develop the necessary skills over the apprenticeship year to gain entry level, full-time employment within the technology field and a roadmap to advanced skills and opportunities.

Basic Requirements:

- Actively participate in all training opportunities with coachability
- Exceptional motivation to grow knowledge and skills, whatever it takes attitude
- Positive communication skills with team members and clients
- Professionalness in the office environment – dress, timeliness, completing tasks
- Accuracy and attentiveness to all business functions – time tracking, documentation, service requests

Additional Duties and Responsibilities:

- Partner with mentor to develop training, career path and certification timelines
- Shadow engineers and develop basic skills required to problem solve and serve clients
- Receive, organize and document hardware inventory
- Building computers (performing updates, adding software, etc.) and delivering as needed
- Communicate with mentor and customers regarding challenges, issues, escalation, and opportunities
- Maintain reliable transportation and travel to client sites as needed
- Perform other duties as assigned

Requirements and Opportunities

- Available minimum of four hours per day, September to May. Actual hours to be determined with mentor.
- Candidates available for summer position are preferred.
- \$12 per hour with Company paid training plan, and 30 minutes daily provided for study. Apprentice is expected to invest additional training time outside of the office.
- Apprentice will complete A+ and Net+ certifications during the year and will be considered for full-time employment at the end of the apprentice program.
- Upon completion, typical entry-level salary \$30,000+ with benefits and advancement opportunities.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. This summary may not be all inclusive, and requirements and duties may be modified as necessary.

Please submit the following items:

√ **Completed Application**

Please print clearly!

√ **Resume, which includes:**

- a. Education (including any courses/programs that support your qualifications and interest in position.
- b. Awards and honors
- c. Extracurricular activities
- d. Any employment information
- e. Volunteer work/community service
- f. Interests and skills

√ **Two recommendation forms**

Recommendations should come from:

- a. Within school setting (teacher, coach, school counselor)
- b. An individual in the community (employer, extracurricular activity outside of school)
- c. A relative is acceptable ONLY if he or she has supervised you in a paid work setting.



Name:					
	(Last)	(First)	(Middle Initial)		
Home Address:					
City, State, Zip:					
Age:		Birth Date:			
High School:		Grade:		Graduation Date:	
Email:		Cell Phone #			
Do you have your driver's license?		Yes	<input type="checkbox"/>		
if no, answer below		No	<input type="checkbox"/>		
Do you have your learner's permit?		Yes	<input type="checkbox"/>		
		No	<input type="checkbox"/>		
Do you have reliable transportation to the employment site?		Yes	<input type="checkbox"/>		
		No	<input type="checkbox"/>		
Number of classes needed to meet graduation credits?		Two	<input type="checkbox"/>	Four +	<input type="checkbox"/>
		Three	<input type="checkbox"/>		
Check here to indicate the following materials are included with this application:					
<input type="checkbox"/> Two Recommendation forms		<input type="checkbox"/> Résumé			
Interest Area(s):					
Student Signature:			Date:		
Parent Signature:			Date:		



Apprenticeship Maryland Academy
Recommendation Form

Student Name:	
---------------	--

Employability Skills	Above Average	Average	Below Average
Attendance/ Punctuality			
Works well with others			
Meets deadlines			
Completes work independently			
Accepts constructive criticism			
Willingness to follow instructions			
Initiative/ Motivation			

Please provide comments and/ or examples to support your ratings in the space below:

Name _____ Relationship to Applicant _____

Title _____ Business/School _____

Signature _____ Date _____



Apprenticeship Maryland Academy
Recommendation Form

Student Name:	
---------------	--

Employability Skills	Above Average	Average	Below Average
Attendance/ Punctuality			
Works well with others			
Meets deadlines			
Completes work independently			
Accepts constructive criticism			
Willingness to follow instructions			
Initiative/ Motivation			

Please provide comments and/ or examples to support your ratings in the space below:

Name _____ Relationship to Applicant _____

Title _____ Business/School _____

Signature _____ Date _____