

Core Fundamentals:

1. Communication

- a. Soft Skills are without a doubt the most important part of our program. These skills provide our participants with valuable tools for both their career and personal life
- b. Some of our key components are:
 - i. Professionalism- which is taught through lots of modeling and role-playing
 - ii. Verbal communication- using corporate vernacular and meetings
 - iii. Written communication- in the form of emails, proposals and presentations
 - iv. Conflict resolution and interpersonal skills taught through lots of recreations of real life scenarios
 - v. Workplace awareness and EQ
 - vi. Customer service driven communication

2. Organization Skills

- a. Taking work requests and organizing them into the appropriate physical paperwork, filing and sorting
- b. Learning to organize high volume emails, virtual file folders, cloud storage and naming conventions

3. Budgeting

- a. Building awareness of spending habits
- b. Setting financial goals
- c. Learning to live under ones means
- d. Utilizing tools to track spending to match goals

4. Credit Awareness and Planning

- a. Learning what credit scores mean and how they impact financials
- b. How to improve credit
- c. How to manage credit
- d. Tools

5. Basic PC/Networking Skills

- a. Learn basic PC functionality
- b. Learn how to troubleshoot basic issues with PCs
- c. Learn how networks work and why they are needed for companies
- d. Learn how to utilize shared resources like file and print servers

6. Core Microsoft Suite

- a. Microsoft Word
- b. Microsoft Excel
- c. Microsoft Powerpoint
- d. Microsoft Outlook
- e. Microsoft Sharepoint
- f. Microsoft Windows 7 and Windows 10
- g. Office 365

7. Information Literacy

- a. How to do internet research on common items assigned to many corporate jobs
- b. Learn how to validate information found on various sources and put them together in a comprehensive presentation

8. Skills Assessment

- a. After completing the core fundamentals, participants test their skills and analyze their standing and foster interest. This process helps attest to a participants strong suite and hone in on that. On completion of program, participants skills and interests are aligned with opportunity

Prerequisites:

- High School degree or GED equivalent
- At least one year of IT experience or equivalent Technical College background

Training in this track prepares participants to handle escalated issues from the help desk along with proactive monitoring of various networks, systems and applications. Learn how to triage which issues affect individuals vs large groups of people or the entire organization and escalate the issue to the appropriate team within the organization.

A Network Operations Technician also helps

Network Analysts with small projects which will enable to learn more about how networks work. Network Operations Technicians spend less time communicating to individual users. You will generally communicate with other technology teams and stakeholders of different business units since you are generally working on issues and projects that affect larger audiences.

You will have a thorough understanding on how to utilize:

- How to troubleshoot and isolate big picture issues that are affecting broad groups of people in the organization
- Communicate clearly to stakeholders of business units and explain remediation steps

-Balance small project deliverables where you will assist Network Analysts