

SKILLS DEVELOPMENT

WHAT YOU'LL LEARN

- How to communicate effectively with customers, managers, and other employees
- To collaborate to reach shared goals as an active and productive member of a team
- To work and learn as part of a supportive cohort and learning community
- Importance of reflecting on your own values and experiences, and how these shape your personal and work habits
- Solicit and use feedback to improve your performance, and when appropriate, provide feedback to others
- Thinking critically about problems; proposing and testing solutions for resolving them
- Time management for completing both small tasks and long-term assignments reliably
- Refining professional portfolios by identifying and applying elements of effective job-searching practices to reflect professional goals and career readiness

PATH TO A CAREER

EXAMPLE ROLES

- Helpdesk Support
- Desktop Support
- Application Support
- Telecommunication Specialist
- Network Analyst

HANDS-ON EXPERIENCE AT TOP COMPANIES LIKE:



TRAINING AT WORK

TYPICAL JOB TASKS

- Provide first level contact and communicate resolutions to customer issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Support the maintenance and upgrade of network devices
- Support users with issues involving network connectivity such as internet connection and printer problems

