

## Tech Fundamentals - Information Technology/Computer Programming

**Training Provider:** NPower Inc.

**Program Address:** 1101 West Pratt Street, Ste 1A, Baltimore, MD. 21223

### ***Program Description:***

NPower's Tech Fundamentals is a 23-week program that includes a 16-week IT training of hands-on curriculum, 7-weeks of a tech-based paid internship, and over 120 hours of professional development skills. The internship component provides students with work experience in an IT role and better prepare for full-time employment. You will learn how to set-up and maintain computer systems, configure hardware and software, manage peripherals, and diagnose and repair both in-person and remote hardware and software problems.

### ***Credential or Certification Earned:***

CompTIA A+ (A Plus) is the entry-level certification for PC computer service technicians. The A+ exam is sponsored by CompTIA, an association of computer manufacturers, resellers, and distributors. The exam will assess your skills in installing, maintaining, customizing, and operating personal computers. The exam will also certify your ability to be a computer user support specialist. Participants can also earn the Google IT Support Certificate.

**Potential Job Title:**  
Help Desk Technician, Data Center Technician, Desktop Analyst, Field Technician

**Average starting wage:**  
\$15/hr

### ***What does a Computer User Support Specialist/Help Desk Technician do?***

- Manage help desk tickets in a timely manner
- Respond to customer issues via phone, email and computer chat
- Provide customer assistance
- Document customer interactions
- Run diagnostics to resolve customer reported issues
- Install, make changes and repair computer hardware and software
- Follow-up with customers to ensure issues are resolved

### ***This program would be a GREAT fit for you if you...***

- Enjoy solving problems, especially with technology
- Enjoy using math skills
- Want to be the first line of help for computer users
- Want to provide hardware and software solutions to help people

**Interested in signing up for this FREE program?**  
Contact Greg Couturier, Grads2Careers Participant Support Coordinator  
443-499-8510 / gcouturier@bcps.k12.md.us

***This program and career might be a POOR fit for you if you...***

- Do not like working with computers for long periods of time
- Do not enjoy troubleshooting many different computer problems
- Do not have good attention to detail
- Do not enjoy working with many different clients each day

***To be admitted to this program, you must:***

- Take a math and reading test
- Complete an interview

***Important Dates:***

NPower will offer one, 23-week Tech Fundamentals course. Please reach out to the program's main contact for course logistics and scheduling information.

***Main Program Contact:***

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