THIS IS AN OPPORTUNITY TO LEARN:

- ❒ Hardware & Software Installation
- ❒ Troubleshooting & Repair
- ❒ Software Application & Data Management
- ❒ Customer Service Skills for IT Professionals

WHAT'S IN IT FOR YOU:

- ❒ Real Work Experience
- ❒ A Reference for your Resume
- ❒ Internship Opportunities
- ❒ Flexibility to suit your schedule

The Occupational Training Institute offers a hands-on internship program in **Computer Technical Support** for students seeking entry into careers in Information Technology. Our work-based program includes assessment of current skill levels, performance-based training, real-world experience, internships and job placement assistance. Please review the information outlined in this brochure for your specific occupational needs!

For an Application:
Pickup: at OTI Office
Call: 408-864-5713
Email: malmgrensusan@fhda.edu
Download: www.oti.fhda.edu

Occupational Training Institute
Foothill-De Anza Community College District
21250 Stevens Creek Blvd.
Cupertino, California 95014
www.oti.fdda.edu

CompTechS
Computer Technical Support Program

COMPUTER TECHNICAL SUPPORT
PROGRAM

A PROJECT OF

Occupational Training Institute

oti ...it work

CompTechS
Computer Technical Support Program

Skills required for entry into the program include:

- ■ Written and Verbal Communication Skills
- ■ PC Analysis and Configuration
- ■ Operating Systems
- ■ Internet Technology
- ■ Hardware Construction and Operation
- ■ Foothill-De Anza Community College District student taking a minimum of six units and a C average.
- ■ Ability to Work in a Team Environment

Applicants without formal training will be considered with demonstrated equivalent experience.

Students, who have not completed the requirements, should contact us for advisement on a suggested course of study. Some courses may be taken after being accepted into the program.

CompTechS focuses on the skills needed to be successful in the IT (Information Technology) Technical Support field. The focus on customer service skills plays an important part in preparing future IT professionals. The Computer Refurbishing component provides hands-on experience troubleshooting both hardware and software problems. Successful students will have an opportunity to compete for paid industry-based internships.

Benefits

- ❑ Assessment of your current skills and advisement for industry-relevant employment.
- ❑ Work-Based Training through internships in Computer Technical Support positions.
- ❑ Paid Internship opportunities.
- ❑ Training in Customer Service, Team Work, and Workplace Communication that meets industry-driven requirements and puts you ahead of others.
- ❑ One-on-one advisement that provides individualized support for each employee every step of the way.
- ❑ Job placement assistance that provides a single-point of entry into companies that are hiring Technical Support staff.

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