

INFORMATION TECHNOLOGY - SERVICE DESK TECHNICIAN APPRENTICESHIP

Program Number: 50-154-1

Apprenticeship

Campus: Fond du Lac

This program is **not** eligible for financial aid

About the Program

Information Technology - Service Desk Technicians are tasked with fielding incoming technical support communications and tickets; troubleshooting; communicating over the phone, email and online chat; and resolving user inquiries. Additionally, they may schedule maintenance on computer systems and teach clients to use software programs.

What You'll Learn

Students will learn how to manage various IT projects and consult with staff, users and management when needed. They will gain proficiency in troubleshooting hardware and software problems. Graduates are skilled in providing technical assistance and answering inquiries to resolve issues. Students also learn the importance of creating and maintaining training and other documentation.

Additional Information

Learn more at www.wisconsinapprenticeship.org (<https://dwd.wisconsin.gov/apprenticeship/>)

Application/Admission Information

Students interested in an apprenticeship do not complete standard admissions with Moraine Park.

Interested students/employers should contact the training representative listed below to start the apprentice/employer apprenticeship contract application:

Lavelle Gill, Apprenticeship Training Representative

Phone: (262) 340-1143

Email: almonl.gill@dwd.wisconsin.gov

Learn more at www.wisconsinapprenticeship.org (<https://dwd.wisconsin.gov/apprenticeship/>)

Application Requirements

Registered Wisconsin Apprentice

Special Provisions: Complete Series 6 Certification

Minimum Qualifications:

- Be at least 18 years of age
- Have a high school diploma, GED or equivalency
- Have a valid government-issued photo identification

Approximate Costs

Tuition

Occupational

- \$152.85 per credit (resident)
- \$229.28 per credit (out-of-state resident)

Associate of Arts/Associate of Science

- \$192.20 per credit (resident)
- \$288.30 per credit (out-of-state resident)

Online students are not charged out-of-state fees.

Student Fees

- \$5.00 minimum per course Material Fee
- \$13.76 per-credit Supplemental Fee for Undergraduate courses
- \$4.50 per term mandatory Student Accident Insurance Fee

Please refer to Tuition & Fee Information (<https://catalog.morainepark.edu/admissions-registration/tuition-fee-information/>) for additional enrollment fee information.

Training Period

- 1-year apprenticeship under the hybrid model (both time-based and competency-based)
- 2,000 hours on-the-job training
- 144 hours over 12 months
- Complete Transition to Trainer course in the final year

Working Conditions

IT - Service Desk Technicians generally work in an office environment and spend most of their time using computers and viewing computer monitors.

Course Requirements

Course	Title	Credits
Year 1		
Semester 1		
154-113	Help Desk Concepts	3
Credits		3
Semester 2		
154-116	Computer Software Support	3
154-117	Computer Hardware Support	3
Credits		6
Total Credits		9

Note: This program consists of 9 credits over one academic year. Waiver of prerequisites will be on a case-by-case basis. Subject to CPLE examination, some students may be required to take several additional courses.

Students must take course 47-455-455 Transition to Trainer, Your Role as a Journeyworker (complete in the final year).

Program Outcomes

- Process incoming customer contact (call/ticket/chat)
- Triage the issue
- Communicate triage results with customer
- Solve the issue

- Escalate the issue
- Follow-up with issue

Career Opportunities

- Service Desk Specialist
- Computer Support Technician
- Technical Analyst
- Help Desk Specialist
- Help Desk Analyst
- Tech Support Technician