

📢 Free IT Training Program | Apply Today



From Goodwill Industries of the Southern Piedmont <community@goodwillsp.org>
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Goodwill Industries of the Southern Piedmont · P. O. Box 668768 · Charlotte, NC 28266 · USA



ABOUT THE PROGRAM

Goodwill's tuition-free [IT Support Specialist training program](#) is designed to prepare participants for mid-level tech support roles. In this 12-week program, you'll learn about hardware, operating systems, networking, mobile devices, security, troubleshooting, virtualization and cloud computing. You'll also develop customer service skills and learn documentation practices.

TIMEFRAME & SCHEDULE

The IT Support Specialist training program takes 12 weeks to complete and is hybrid, meaning class will meet both virtually and in person. The program will run **June 24 - September 13**.

APPLICATION PERIOD	ASSESSMENTS	INTERVIEW/SELECTION	TRAINING DATES
APRIL 26 - MAY 16	MAY 22 - 24	MAY 22 - 24	JUNE 24 - SEPTEMBER 13

Class will meet virtually on Mondays from 10 a.m. - 3 p.m.; it will meet in person at the [Goodwill Opportunity Campus](#) on Tuesdays, Wednesdays and Thursdays from 10 a.m. - 3 p.m.; and Fridays are reserved as self-directed lab days in which participants can work on projects, complete hands-on activities or study.

WRAPAROUND SERVICES

When you take one of our training programs, you get the added benefit of

working with several of our teams to make sure you are fully prepared to take the next step and land a job! These teams are:

- *Goodwill University team*: offers the training program, and monitors course grades, attendance and other supporting activities.
- *Career Navigation team*: each participant will be assigned a career navigator who provides ongoing career and employability coaching, such as help developing your resume, crafting an elevator pitch, preparing for a job interview and more.
- *Employer Engagement team*: provides job search assistance to all participants by partnering with employers to facilitate employer-led training, job site tours, hiring events and direct job placements.

HOW TO APPLY

Goodwill Industries of the Southern Piedmont's territory spans 18 counties in North and South Carolina. Only those who live [within our service area](#) can apply. The application period ends **Thursday, May 16**.

STEP 1: REGISTER WITH GOODWILL

Fill out our [registration form](#) then follow the prompts to schedule a virtual appointment with someone on our team.

Virtual appointments fill up quickly. If all the virtual appointment slots are full, you must come to one of our [career centers](#) in person to register (no appointment necessary).

REGISTRATION FORM

STEP 2: ATTEND AN INFORMATION SESSION

Attending an information session is **mandatory** to initiate the application process for the IT Support Specialist training program. At the information session, you'll learn more about the program, the application process, Goodwill's wraparound services, the IT support career field, salary expectations and more. You only need to attend one session.

- Tuesday, April 30, at 10 a.m. on Zoom
- Tuesday, May 7, at 2 p.m. on Zoom
- Thursday, May 16, at 10 a.m. at the [Goodwill Opportunity Campus](#)

INFO SESSION SIGN-UP



Building pathways that help people pursue the life they want to achieve!

See how you can make an impact today!

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