Free IT Training & Certification Program

From Goodwill Industries of the Southern Piedmont <community@goodwillsp.org>
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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 **February 10 - May 5.**

APPLICATION PERIOD	ASSESSMENTS	INTERVIEW & SELECTION	TRAINING DATES
NOW - DECEMBER 20	JANUARY 14 & 15	JANUARY 21 & 22	FEBRUARY 10 - MAY 5

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.
- *Family Stability team:* helps participants address factors beyond employment - such as food, healthcare, transportation, rent and utilities - through the coordination of crisis intervention services.

HOW TO APPLY

STEP 1: COMPLETE INTEREST FORM

If you are interested in applying to this training program, please fill out our interest form no later than **Friday, December 20**. Please note that 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.

INTEREST 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.

Information sessions will take place January 2 at 2 p.m., January 6 at 10 a.m. and January 9 at 10 a.m. You only need to attend one session, and all of the information sessions will take place virtually via Zoom.

Once you have completed the interest form in Step 1, someone will reach out to you about registering for an information session.

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

See how you can make an impact today!

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