

IT Support Technician

2-YEAR APPRENTICESHIP

Keep technology running — and people moving forward.

ABOUT THIS ROLE

>>

ABOUT THIS ROLE

(Grades 8–10: Explore & Apply)

IT Support Technicians are the frontline of every technology team — diagnosing problems, restoring systems, and making sure people can do their best work.

YOUR INCAP PATH

Apply in 10th grade · Apprenticeship begins Grade 11 · Paid **\$10-12/hr**

YOU WILL BE LEARNING TO

- > Troubleshoot hardware & software
- > Support users across the organization
- > Manage devices, accounts & tickets
- > Work with enterprise IT systems



GRADE 11

>>

YEAR ONE

(Grade 11)

AT THE EMPLOYER (2 DAYS/WEEK)

- > Shadow senior technicians on support tickets
- > Set up and configure user devices
- > Assist with hardware repair and replacement
- > Support user onboarding & account setup
- > Log and track issues in the ticketing system

ICC TRAINING (1 DAY/WEEK, FLEXIBLE)

CompTIA A+ foundations · OS environments · Networking basics · Customer service skills

* BOTH SUMMERS

Full-time at employer · 1 day/week ICC training continues



GRADE 12

>>

YEAR TWO

(Grade 12)

AT THE EMPLOYER (3-4 DAYS/WEEK)

- > Resolve support tickets independently
- > Perform network and connectivity troubleshooting
- > Assist with sysadmin tasks and access management
- > Mentor newer apprentices and peers
- > Contribute to IT documentation and process improvement

ICC TRAINING (INTEGRATED, FLEXIBLE)

Advanced troubleshooting · Security fundamentals · Cloud & virtualization basics · Capstone project

UPON COMPLETION

Employment Honors Plus Seal · INCAP IT Support Technician Certificate · Apprenticeship portfolio eligible for college Credit for Prior Learning



WHAT'S NEXT

>>

WHERE IT LEADS

Your INCAP credential opens doors — wherever you want to go.

WORKFORCE

Immediately qualified for help desk, desktop support, IT specialist, and junior sysadmin roles. Your INCAP certificate is recognized by employers across Indiana.

INCAP CAREER PROGRAM

Continue work-based learning in cybersecurity, cloud, or infrastructure — and earn a professional credential equivalent to a bachelor's degree.

COLLEGE

Transition to a college IT or computer science program and finish faster with Credit for Prior Learning earned through your INCAP apprenticeship.

Learn by doing — and set yourself up for success.

IndianaCAP.org