FlagshipKansas.Tech's Registered Apprenticeship Programs (RAP) provide employers with a proven talent development solution for onboarding or upskilling Information Technology (IT) occupations. FlagshipKansas.Tech serves as an intermediary for Tech sector registered apprentice programs with a cost-effective and efficient point of entry into well-developed career pathways in IT.

OCCUPATION: INFORMATION TECHNOLOGY (IT) SPECIALIST

This registered apprenticeship program requires employers provide apprentices with:

PAID EMPLOYMENT

Employers have control over the selection of who becomes an apprentice. FlagshipKansas.Tech Intermediary may assist in finding possible apprentices by identifying local workforce agencies and other community-based organizations that may be sources of talent. The apprentice will be a full-time employee and will be eligible for merit-based wage increases over the term of the program.

ON-THE-JOB LEARNING EXPERIENCES

The employer agrees to provide the apprentice with on-the-job learning (OJL) coupled with the necessary education (related technical instruction) that leads to satisfactory understanding and performance of the position's technical competencies. Apprentices will be expected to achieve the following:

TECHNICAL COMPETENCIES

- Maintain computer networks to enhance performance and user access
- Implement security measures for computer or information systems
- Troubleshoot issues with computer applications or systems
- Document operational procedures

- Provide technical support for computer network issues
- Collaborate with others to resolve information technology issues
- Instruct users during trouble shooting procedures
- Collect data about customer needs

This registered apprenticeship program is based on the O*NET description of the occupation listed above and has been approved by the Department of Labor.[1] The program allows for some flexibility in the content to best fit the needs of the employer and to consider the apprentice's previous experience. Modifications to the program can be explored on an individual employer basis with the program coordinator.

It will take the apprentice 2,000 hours or approximately one year to learn the required competencies. This may vary depending on the apprentice's previous learning, work experiences, and employer's requirements.

Apprentices will also be expected to demonstrate a variety of behavioral competencies, many of which are considered employability skills, that should be addressed in both the related technical instruction and through the OJL with the help of the supervisor or mentor.

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EDUCATION

This registered apprenticeship program is focused on training entry level basics. Training options focus on industry recognized, entry level technology certifications or certificates. This program is designed to allow employers to hire non-IT personnel to obtain the fundamental skills to enter into an Information Technology occupation. Most courses are available at any time to provide flexibility for the apprentice to study and provide the employer with shift flexibility to individual apprentices.

CERTIFICATIONS

CompTIA A+

Supplemented by:
COMPLEMENTARY COURSE TOPICS

Hardware
Networking
Operating Systems
Troubleshooting
Virtualization & Cloud Computing
Software Troubleshooting
Security
Microsoft 365 Fundamentals
Communication Skills and Interpersonal Influence

FREQUENTLY ASKED QUESTIONS

How would the apprentice receive this education?
The certification courses are available through CompTIA Store, Butler Community College, LinkedIn Learning, and Udemy.

Are the courses credit or non-credit?
For any courses taken from a college or university, the institution's policy will apply.

How much will the employer be reimbursed for education expenses?
The employer will be reimbursed up to $2,000 per apprentice by FlagshipKansas.Tech Intermediary.

MENTORING

Research shows that mentorship is a key component of an apprentice's success. The employer identifies an appropriate person(s) to mentor the apprentice during the apprenticeship. The mentor will review education progress and help tie the education and work competencies together. Mentorship is also a key component to creating a standardized, sustainable and replicable program. The FlagshipKansas.Tech Intermediary will recommend resources for the employer to utilize in developing mentoring relationships that bring value to both the employer and the apprentice.

A NATIONALLY RECOGNIZED CREDENTIAL UPON COMPLETION

The capstone of any apprenticeship program is the earning of a credential with market recognition, culminating in the US Department of Labor's Certificate of Apprenticeship Completion. The credential helps to validate that the apprentice is qualified for the job.

Scan to fill out our interest form >>

[1] O*NET-SOC Code: 15-1244.00

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