

Tech Support Bootcamp Syllabus



NEWApprenticeship
Experience » Learn » Lead

OVERVIEW



Breaking into the tech industry can be a vicious cycle.

Most companies won't take a risk on someone without experience, so they require 1-2 years of on-the-job training. But if no one will give you a chance to get experience, you're stuck continuing to apply and interview until you catch a break.

That's why we developed the Tech Support Bootcamp. This 9-week, experience-based learning program is designed not only to help you develop new skills but to better position your existing strengths to hiring managers. The bootcamp will equip you to start a paid apprenticeship at a global tech consulting firm

FUNDING OPPORTUNITIES



All New Apprenticeship Pre-Apprenticeship and Apprenticeship Programs are brought to you at no cost by our grant partners not limited to the Department of Labor, Workforce Boards, and Employers. By entering the program, you acknowledge and agree to complete and submit documentation and comply with the requirements for eligibility. Please direct questions to grants@newapprenticeship.com.



WHAT TO EXPECT



During the bootcamp you will:

- Complete 9 weeks of online facilitated training
- Build a portfolio of work product
- Prepare to obtain the Google IT Support Certification
- Have the opportunity to gain skills and experience to help you excel in a tech support role

CURRICULUM OVERVIEW



**ServiceNow
Fundamentals**



**Developing an
IT Mindset**



**CSA Fundamentals
Certification Prep**



**Presentation Skills:
Capstone Project**



**Job Readiness Coaching:
Resume, Cover Letter, Portfolio**



Week	Topics	Portfolio Project
1	<ul style="list-style-type: none"> • (Session 1) Orientation • (Session 2) ITIL Overview & Incident Management • (Session 3) Service Operations & Service Desk 	
2	<ul style="list-style-type: none"> • (Session 1) Unix Architecture & Command lines • (Session 2) Linux File management system • (Session 3) Shell Scripting 	
3	<ul style="list-style-type: none"> • (Session 1) Introduction to IT & Hardware • (Session 2) Hardware & Software basic troubleshooting • (Session 3) Storage 	
4	<ul style="list-style-type: none"> • (Session 1) Window basics • (Session 2) Peripheral Devices & Printing • (Session 3) Network & Troubleshooting 	
5	<ul style="list-style-type: none"> • (Session 1) Network & Troubleshooting (cont.) • (Session 2) Introduction to Database • (Session 3) Relational Database Design & Introduction to SQL 	SQL data analysis
6	<ul style="list-style-type: none"> • (Session 1) SQL basics (cont.) • (Session 2) Advanced SQL • (Session 3) Oracle Database Structure & OEM 	
7	<ul style="list-style-type: none"> • (Session 1) Python: Variables, Expressions, Statements • (Session 2) Python: conditions • (Session 3) Job Interview Practice 	
8	<ul style="list-style-type: none"> • (Session 1) Python: Functions, Loops, Iterations • (Session 2) Job Interview Practice • (Session 3) Python: Strings 	Python portfolio project
9	<ul style="list-style-type: none"> • (Group coaching) Job Interview Prep 	

Frequently Asked Questions

How is the Bootcamp different from the Apprenticeship?

The Tech Support Bootcamp is a 9-week intensive training program designed to prepare apprentices to start their full-time employment. Bootcamp requires 15-20hrs per week of live sessions, training, 1-on-1 coaching, studying and portfolio building to be successful.

The 12-month Apprenticeship starts shortly after Bootcamp ends for all apprentices that accept full-time employment offers. In addition to working as a Tech Support Analyst, apprentices spend an additional 10-15hrs per week receiving expert training, coaching, and mentoring to further develop their technical and leadership skills.

How much does the Bootcamp cost?

Bootcamp is free for all participants of the Apprenticeship program (\$3,000 value). All costs are covered by available grant funds as well as contributions from our Employer Partner. We do ask that you provide any necessary documentation for approval of available grant funds.

Can I participate in Bootcamp remotely?

Yes, all Bootcamp sessions are held via live Zoom sessions with your cohort, instructor and supporting NEW team.

How long is the Bootcamp?

The Bootcamp lasts for 9 weeks, consisting of live video conferencing with instructors and mentors, coaching calls, and individual or group study.

How much time will I spend per week?

You will spend approximately 15+ hours per week, which includes live video sessions with instructors and mentors twice a week, as well as portfolio-building, studying for certifications, leadership skill development, and job interview prep.

Am I guaranteed a job after bootcamp?

Unfortunately, we cannot guarantee a job offer. Though the training has been co-designed with our partner company specifically to provide the skills necessary to start employment, it is up to our apprentices to effectively learn and demonstrate that knowledge in their portfolio and during the interview process.



LAUNCH YOUR NEW CAREER

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New Apprenticeship is truly an incredible opportunity, and I am honored to be part of the team and I want to thank you for recruiting me, and the efforts of New Apprenticeship.

Two years ago, I was literally shoveling rocks, building patios, and now I am working in a professional environment with senior-level professionals and starting a real career with a future.

~MOSES, APPRENTICE

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[Connect with us](#) for answers to any questions you may still have!

You may also get started by taking the next step here:

APPLY TODAY

