



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2022 Non-Joint Standards of Apprenticeship

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## **Appendix A -2**

### **WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE**

*Nevada Help Desk*

**Computer User Support Specialist: Help Desk Technician**

**O\*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 2018CB**

APPROVED BY  
THE NEVADA LABOR COMMISSIONER AND THE NEVADA STATE APPRENTICESHIP COUNCIL

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Nevada State Apprenticeship Director

REGISTRATION DATE: 11/16/2021

RAPIDS PROGRAM ID NUMBER: 2022-NV-104257

DEVELOPED IN COOPERATION WITH THE  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL AND  
THE U.S. DEPARTMENT OF LABOR

## Appendix A-1

### WORK PROCESS SCHEDULE

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

☒ Competency-based

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 244 hours of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: 1 apprentice to 1 journey worker/fully trained worker.

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$17.00 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker/fully trained worker wage.

##### 1-Year Term Example:

1<sup>st</sup> 6 months = \$17.00

2<sup>nd</sup> 6 months = \$19.45

A journey worker/fully trained worker minimum wage will be at least \$21.67

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

Appendix A-1

**Apprenticeship Competencies – Technical**

The following is the rating system that will be used to determine competency:

<b>Rating System</b>	<b>Description</b>	<b>Points</b>
Exceeds All Expectations	Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.	5
Meets & Exceeds Some Expectations	Apprentice not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.	4
Meets Expectations	Consistently meets the performance standards established for time in position. Handles routine tasks & some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience	3
Meets Some Expectations	Apprentice occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.	2
Does Not Meet / Meets Some Expectations	Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow-up will be necessary.	1
Does Not Meet Expectations	Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow-up and specific suggestions for improvement mandatory.	0

## On-the-Job Learning Outline

<b>Job Function 1.</b> Sets up and removes employee or client workstations or devices, including setting up access controls		
Competencies	Rating	Initial
A. Sets up desktop, laptop and other devices for employees		
B. Installs software on network or individual users' computers, laptops or devices and sets appropriate access controls or authorities		
C. Sets up user identifications and passwords and implements policies regarding passwords and user/administrator permissions		
D. Establishes secure external connections to network or desktops using secure remote access technology		
E. Installs printers on networks or individual devices		
F. Sets up network map, employee folders and centralized data repositories		
G. Sets up email account for users and establishes storage limits and backup parameters		
H. Maintains and manages software licenses		
I. Removes users from network, archives data and files, removes workstations and disables devices for users exiting the organization or prohibited from using IT resources		

<b>Job Function 2.</b> Installs, provides user support for, or troubleshoots hardware and commercial software		
Competencies	Rating	Validated by Initial and Date
A. Uses FAQ's or other job aids to troubleshoot hardware or software faults		
B. Uses logic to discover source of faults and recommends appropriate solutions		
C. Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages		

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D. Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor		
E. Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches		
F. Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems		

<b>Job Function 3.</b> Supports internal or external clients in the use of audio/visual technology and conference technology		
<b>Competencies</b>	<b>Rating</b>	<b>Validated by Initial and Date</b>
A. Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related device		
B. Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing		
C. Tests equipment and software prior to use to ensure sound and video quality is acceptable		
D. Sets up, schedules and manages web-based or video conferences		
E. Provides support to users during meetings, conferences or webinars		
F. Sets up user accounts on voice technologies or systems, including voicemail		
G. Serve as the first point of contact to customers seeking help for hardware, software, network, or other technical and non-technical issues.		
H. Provide over-the-phone, email, and chat support		
I. Identify, diagnose, and resolve all customer issues by using documented troubleshooting items such as a knowledge base, previously reported issues, colleague experience, or connecting the customer to an escalated level of support to properly resolve their issue.		
J. Use of screen sharing and remote control tools to properly vet, collect, and evaluate the customer's reported issue.		
K. Properly ticketing all customer requests with detailed information regarding the issue reported. Help Desk Analysts are expected to provide accurate, descriptive, and complete information in all tickets in order to successfully relay information back to the customer or other support team members.		

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L. Maintain a regular and reliable level of attendance.		
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<b>Job Function 4.</b> Installs, maintains and troubleshoots networks		
<b>Competencies</b>	<b>Rating</b>	<b>Validated by Initial and Date</b>
A. Installs and maintains wired and wireless networks		
B. Connects devices to networks physically and using remote access technologies		
C. Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses		
D. Tests resiliency of security devices or software and monitors bandwidth utilization		
E. Establishes and sets access levels and permissions based on employees' job roles and company policies		
F. Assists in setting up, configuring and managing servers including data storage		
G. Sets up user identification parameters on servers		
H. Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies		

<b>Job Function 5.</b> Makes minor software modifications to improve performance or customize to user needs		
<b>Competencies</b>	<b>Rating</b>	<b>Validated by Initial and Date</b>
A. Surveys user needs to understand what modifications are needed		
B. Modifies a program within a software package, including securing permission from vendors to do so		
C. Inserts or loads organizational templates or standards into software, such as presentation templates in PowerPoint or equivalent software		

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D. Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions		
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<b>Job Function 6.</b> Assists in maintaining or updating web content and manages user access profiles and authorities		
<b>Competencies</b>	<b>Rating</b>	<b>Validated by Initial and Date</b>
A. Sets user/author access permissions based on organization's policies		
B. Uploads new content to organization's website or removes old content as instructed		
C. Tests functionality of links embedded in the website		
D. Notifies appropriate person if incorrect, outdated or otherwise problematic content is identified		
E. Notifies appropriate person if website is not functioning properly		

<b>Job Function 6.</b> Monitors and helps maintain network security by adhering to security policies		
<b>Competencies</b>	<b>Date Completed</b>	<b>Validated by Initial and Date</b>
A. Monitors adherence to password policies, including enforcement of password update intervals		
B. Sets user access levels and permissions based on organizational policies		
C. Monitors antiviral software to understand potential threats and updates as needed		
D. Reads, attends conferences or interacts with other IT professionals to know and understand current threat levels and mechanisms		
E. Ensures that encryption technology and access controls are utilized to protect sensitive data		
F. Ensures that off-site staff are using secure connections to access network		
G. Assists in or monitors use of back-up technologies and network redundancies to minimize risk		

**RELATED INSTRUCTION OUTLINE  
IT GENERALIST  
O\*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 2018CB**

This RI gives guidance, knowledge, and proficiency in the core skills necessary for a career as a IT Generalist. The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. Method of Delivery: in-house training, classroom, and/or online. Source of Instruction: any combination of community college, private industry training provider, sponsoring employer, or computer-based training. Note: These are National Guideline Standards. Course titles and classes may differ slightly depending upon the RTI provider. The following is a set of courses to be delivered by subject matter experts. Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 180 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work experiences. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

**Core Courses, Virtual Labs, Practice Tests**  
**Course Name**  
**Approximate Hours RELATED**

CompTIA IT Fundamentals (Course)	9.0
CompTIA IT Fundamentals+ (Virtual Lab)	25.5
CompTIA IT Fundamentals (Practice Test)	1.0
CompTIA A+ 220-1001 (Course)	12.5
CompTIA A+ Core 1 (Practice Test)	1.5
CompTIA - 220-1001 A+ (Practice Test)	2.0
CompTIA A+ 220-1002 (Course)	26.5
CompTIA A+ 220-1002 (Virtual Lab)	25.0
CompTIA A+ Core 2 (Practice Test)	1.5
CompTIA A+ 220-1002 (Practice Test)	1.5
Cisco Certified Network Associate (CCNA) Certification (Course)	31.0
CCNA ICND1 (Course)	14.0



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Intermediate Printing Security (Course)	3.0
Microsoft Windows Operating System Fundamentals (Virtual Lab)	16.0
Microsoft Security Fundamentals (Virtual Lab)	15.0
Intermediate PC Security (Course)	4.0
Implementing a Desktop Infrastructure (Virtual Lab)	16.5
Axelos ITIL Foundations (Course)	4.0
ITIL Foundation (Practice Test)	1.0
Axelos: ITIL Foundation (Practice Test)	1.5
COBIT (Course)	4.5
Hyper-V (Course) for Windows 10	5.5
Virtualization Management (Course)	14.5
Cloud Architecture Foundations (Course)	7.5
<b>TOTAL RI HOURS:</b>	<b>244</b>

In addition, and to meet the recommended minimum 244 hours/year, Employers may select from the following modules as needed:

1. Teamwork and Collaboration 8
2. Communication 10
3. Problem Solving 5
4. Critical Thinking 3
5. Conflict Management 3
6. Time Management 5
7. Customer Service 3

TOTAL: 37

**OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

**Nevada Help Desk hereby adopts these standards of apprenticeship.**

*Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.*

\_\_\_\_\_  
**Signature of Sponsor (*designee*)**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Type Name & Title**