

NSHE Tech Support Specialist- Questions from State Apprenticeship Director 02/02/2022

1. Does this occupation require any certificate or license in the State of Nevada?
2. With the listed RTI of 235 hours, where/who certified and/or approved that this is the proper curriculum and hours needed for this program? List specific names/organizations.
3. If the proposed occupation is approved, when will an apprentice(s) be indentured? Where will the apprentice(s) be employed? List specific dates/names.

**From:** Eileen Woltz  
**Sent:** Thursday, February 3, 2022 8:13 AM  
**To:** Richard Williams  
**Subject:** FW: Proposed Tech Support Specialist Occupation  
**Attachments:** PacStates\_Appendix E \_NTA\_08302021 Signed (2).pdf; Tech Support Specialist 5910 Form .pdf; NSHE Appendix A - Tech Support Specialist.pdf

**From:** Cheryl Olson [REDACTED]  
**Sent:** Wednesday, February 2, 2022 5:04 PM  
**To:** Eileen Woltz [REDACTED]  
**Cc:** Craig Ruedt von Collenberg [REDACTED]  
**Subject:** RE: Proposed Tech Support Specialist Occupation

**WARNING** - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello,

I have attached the updated Appendix A and a 5910 form per your instructions.

In response to the corrections requested:

- 1) The wages outlined in Appendix A are correct. The employer, PacStates, will be one of many employers that participate in this apprenticeship and only the first to provide a signed Employer Acceptance Agreement. Other employers will have different wage scales but all will conform to meet at least the minimum listed on the attached Appendix A.
- 2) The Appendix E/Employer Acceptance Agreement has several occupations listed because the employer plans to offer multiple apprenticeship occupations. I am working on completing the documentation to submit to the SAC for all of the occupations listed.
- 3) The o\*Net code has been correct in the attached file.
- 4) I have attached a 5910 form.

In response to your additional questions:

- 1) The occupation does not require licensure or certification in the State of Nevada.
- 2) The Computing Technology Industry Association, CompTIA, an American non-profit trade association, has approved the curriculum and hours needed for the program.
- 3) Recruitment for the apprenticeship will begin upon approval by the SAC and one apprentice will be selected and indentured by June 2022. The apprentice will be employed by PacStates as outlined in the Appendix E.

Please let me know if any additional information is needed at this time.

Thanks,  
Cheryl

**Cheryl Olson, CWDP**  
Workforce Development and Innovation