



NEVADA LABOR COMMISSIONER
NEVADA STATE APPRENTICESHIP COUNCIL
2023 Non-Joint Standards of Apprenticeship

Appendix A

WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE

Nevada State University

COMPUTER SUPPORT SPECIALIST

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

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

Toni Giddens, Nevada State Apprenticeship Director

REGISTRATION DATE: _____

RAPIDS PROGRAM ID NUMBER: _____

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

Appendix A

WORK PROCESS SCHEDULE

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

1. TYPE OF OCCUPATION

☐ Time-based ☒ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position. 1) If the program uses a time-based approach, requires the completion of not less than 2,000 hours of [work experience,] on-the-job learning, consistent with training requirements as established by practice in the trade; (2) If the program uses a competency-based approach, specify the skills that must be demonstrated by an apprentice and address how on-the-job learning will be integrated into the program; or (3) If the program uses a hybrid approach, specify the skills that must be acquired and the minimum number of hours of on-the-job learning that must be completed by an apprentice.

This would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

3. RATIO OF APPRENTICES TO JOURNEY WORKERS

The apprentice to journey worker/fully trained worker ratio is: __ apprentice(s) to journey worker/fully trained worker(s).

4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ 15 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. A journey worker/fully trained worker minimum wage will be at least \$ 24.

Milestone	Percentage of Journeyworker Wage	Wage (Hourly Rate)
Starting wage	63%	\$15.00
First wage increase upon successful completion of 50% of OJL competencies and RI courses	79%	\$19.00

Program completion increase upon successful completion of 100% of OJL and RI	100%	\$24.00
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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

WORK PROCESS SCHEDULE

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

Apprenticeship Competencies – Technical

JOB FUNCTION 1: Sets up and removes employee or client workstations or devices, including setting up access controls		
Competencies	Rating	Validated by Initials and Date:
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		

JOB FUNCTION 2: Installs, provides user support for, or troubleshoots hardware and commercial software		
Competencies	Rating	Supervisors Initials 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		

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features of standard software packages, and identifies and remedies typical faults in relevant software packages		
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		

JOB FUNCTION 3: Supports internal or external clients in the use of audio/visual technology and conference technology

Competencies	Rating	Supervisors Initials and Date:
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		

JOB FUNCTION 4: Installs, maintains and troubleshoots networks

Competencies	Rating	Supervisors Initials and Date:
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		

JOB FUNCTION 5: Makes minor software modifications to improve performance or customize to user needs		
Competencies	Rating	Supervisors Initials and Date:
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		
D. Monitors computer performance and recommends/makes upgrades or modifications as necessary to improve speed or other performance parameters		
E. Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions		

JOB FUNCTION 6: Assists in maintaining or updating web content and manages user access profiles and authorities		
Competencies	Rating	Supervisors Initials and Date:
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		

JOB FUNCTION 7: Monitors and helps maintain network security by adhering to security policies		
Competencies	Rating	Supervisors Initials and Date:
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		

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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		

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

Apprenticeship Competencies – Behavioral

In addition to mastering all the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies, to complete the apprenticeship.

Item #	Behavioral Competencies
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers, and supervisors
14.	Demonstrates trust, honesty, and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and workplace
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

RELATED INSTRUCTION OUTLINE

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. 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 298 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. 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.


COURSE TOPICS	HOURS
A. Microsoft 365 Fundamentals	12
B. Google Workspace Administrator	10
C. CISCO CCST: Network Technician Career Path or Networking Essentials	70
D. Modern Desktop Administrator Associate	30
E. CompTIA Network+	40
F. CompTIA Security+	40
G. CompTIA Cloud+	40
H. Microsoft Azure	16
I. CISCO Collaboration Certifications	40

TOTAL COURSE HOURS: 298

COURSE TOPIC DESCRIPTIONS

- A. Microsoft 365 Fundamentals - An introductory course covering the core features, cloud services, security, and productivity tools in Microsoft 365. Prepares the learner to take the Microsoft Certified: Microsoft 365 Fundamentals (MS-900) certification exam.
- B. Google Workspace Administrator - Training designed to prepare learners to manage, configure, and support Google Workspace services for organizations. Prepares the learner to take the Google Professional Workspace Administrator certification exam.
- C. CISCO CCST: Network Technician Career Path or Networking Essentials - A foundational networking course focused on essential skills for entry-level network technician roles and Cisco CCST preparation. Prepares the learner to take the Cisco Certified Support Technician (CCST) Networking certification exam.
- D. Modern Desktop Administrator Associate - Covers the deployment, configuration, security, and management of Windows desktops and enterprise endpoint environments. Prepares the

learner to take the Microsoft Certified: Endpoint Administrator Associate (MD-102) certification exam.

- E. CompTIA Network+ - Provides core networking knowledge including infrastructure, troubleshooting, operations, and network security fundamentals. Prepares the learner to take the CompTIA Network+ certification exam.
 - F. CompTIA Security+ - Introduces essential cybersecurity concepts such as risk management, threat detection, encryption, and secure network design. Prepares the learner to take the CompTIA Security+ certification exam.
 - G. CompTIA Cloud+ - Focuses on cloud infrastructure, virtualization, security, and operations to support and manage cloud-based environments. Prepares the learner to take the CompTIA Cloud+ certification exam.
 - H. Microsoft Azure - An overview of Microsoft Azure cloud services, including computing, storage, networking, and cloud solution deployment. Prepares the learner to take the Microsoft Certified: Azure Fundamentals (AZ-900) certification exam.
 - I. CISCO Collaboration Certifications - Prepares learners to implement and support Cisco collaboration technologies such as VoIP, video conferencing, and unified communications. Prepares the learner to take applicable Cisco Collaboration certification exams (e.g., CCNP Collaboration).
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SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

Nevada State University hereby adopts these standards of apprenticeship.

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

Brandy Smith **Date:** 5/15/2026
Signature of Sponsor (*designee*)

Dr. Brandy Smith, Interim VP of Finance & Business Operations
Type Name & Title