



## INFORMATION TECHNOLOGY (I.T.)

I.T. training at Year Up teaches students how to use, fix, and support a variety of computer hardware, software, networks, and other devices. I.T. students learn common operating systems and browsers; security, anti-virus, and anti-spyware tools; commonly used business applications such as Microsoft Office; computer hardware and how to take apart and put together desktops and laptops; and how to create and maintain computer networks using hubs, switches, routers, and TCP/IP. At the end of this course, students are prepared to earn the CISCO I.T. Essentials certification.

Typical I.T. internships place students in Desktop Support Technician or Helpdesk Analyst roles. In these roles, responsibilities may include: imaging and deploying computers, managing I.T. inventory, troubleshooting and fixing problems with computers, printers, and mobile devices, and answering tech support questions over phone, email, or in person. Students who are successful in these roles tend to enjoy hands-on problem solving, exploring new technologies, and providing great customer service to users. I.T. is an exciting and rapidly growing field which plays an integral role in many companies.

## WHAT DOES I.T. LOOK LIKE?

**Oneyda Escobar, Helpdesk Analyst, Covidien**  
**Year Up Providence Class of July 2010**

“Before Year Up, I had to put my education to the side to find a job. And with just a high school diploma, I couldn’t find any job with a career path. I was stuck in dead-end jobs for three years. I was looking for a job when my cousin told me about Year Up- a program where you earn college credits and receive a stipend for attending. I said, ‘Wow, that sounds way too good to be true.’ When I received the letter of acceptance in the mail, I felt a great sense of relief and hope. This was the opportunity I needed to make my dream a reality again.

Year Up was the most intensive educational opportunity I’ve encountered. I had to push myself further than ever before. We had many long nights trying to finish essay after essay, studying for certifications, working on our business plans, and overcoming many years of self-doubt.

During the second phase of the program, I interned at Covidien, where I am employed full-time today. On a daily basis I have the opportunity to work hands-on with computers, and help my colleagues with their I.T. questions. For instance, I troubleshoot with end users about connecting to the VPN, logging into the AS/400 and EMNET systems and going through hundreds of help-desk tickets a day. Before Year Up, these terms would have been a foreign language, but today it’s what I do for a living, and I love it.”

### OUR I.T. PARTNERS INCLUDE



### FOR MORE INFO

For more information on Year Up and the tracks we offer, please visit [www.yearup.org](http://www.yearup.org) or contact your local Year Up site.

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