


U.S. Department of Labor Employment and Training Administration Office of Apprenticeship (OA) Washington, D.C. 20210	<u>Distribution:</u> A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAA+; Lab.Com	<u>Subject:</u> New Apprenticeable Occupation: Computer Support Specialist - Desktop Support Technician <u>Code:</u> 200
Symbols: DSNIP/KSL		<u>Action:</u> Immediate

PURPOSE: To inform the OA, State Apprenticeship Agencies (SAA) staff, Registered Apprenticeship program sponsors, and other Registered Apprenticeship partners of a revision to an existing apprenticeable occupation:

Computer Support Specialist -
 Desktop Support Technician
 O*NET-SOC Code: 15-1151.00
 RAPIDS Code: 2018HY
 Training Term: 2120 – 2464 hours
 Type of Training: Hybrid

BACKGROUND: The occupation Computer Support Specialist – Desktop Support Technician was submitted by Mr. Steve Betzold on behalf of the New Horizons Computer Learning Centers, Inc., for apprenticeability determination. This hybrid occupation has been recognized to meet the demands for a highly skilled, highly trained Computer Support Specialist – Desktop Support Technician in the Information Technology Industry.

New Horizons Computer Learning Centers, Inc., received one of the Advancing Registered Apprenticeship into the 21st Century grants and as a result of the Grant this hybrid occupation was revised and will be added to the list of occupations recognized as apprenticeable by OA when the list is reissued. A suggested Work Process Schedule and Related Instruction Outlines are attached.

ACTION: The OA staff should familiarize themselves with this bulletin and the attached Work Process Schedule and Related Instruction Outline, as a source for developing apprenticeship standards and/or providing technical assistance.

If you have any questions, please contact Ken Lemberg, Apprenticeship & Training Representative, Division of Standards and National Industry Promotion at (202) 693-3836.

NOTE: This bulletin is being sent via electronic mail.

Attachments
 Computer Support Specialist