IT Career Academy

Purpose: To prepare and place individuals from our community who are committed to changing their employment situation for job opportunities in Dane County’s Information Technology industry; while adding value to employers, the greater Madison community, and the families of those we serve. The IT Career Academy Pilot seeks to ready individuals for immediate employment in an IT Help Desk position.

Process: Individuals (“Members”) complete six weeks of training and job shadowing (240 hours) while receiving career counseling, coaching, resource assistance, and post employment success follow up. Completion of the 80 hour Customer Service Academy and the 100 hour Foundations Work Readiness Academy are required for admissions to the IT Career Academy. During these Academies participants gain knowledge of teamwork, accountability, time management, conflict management, identifying customer problems and attitudes, call center protocol and interviewing skills.

ITCA participants gain applied knowledge of:

- Hardware
- Operating Systems
- Security
- Networking
- Help Desk Operations
- Web Browsers and Security Software
- Microsoft Office
- Troubleshooting
- Job Search & Employment Skills

Benefits:

- Persons participating in the IT Career Academy gain essential employment skills that position them to improve their prospects for gaining employment in the fast growing Information Technology industry.

- ITCA contributes to the greater Madison area’s IT community by providing people from the community who are trained and prepared to contribute quality service to those obtaining service from and working in local Information Technology businesses and institutions.

- ITCA sponsors make a positive impact on the quality of life in our area. Employment is a key factor in reducing crime rates and increasing the frequency of home ownership. The greater Madison area has long prided itself on top rankings in both of these key metrics.

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