IT CAREER LAB

TODAY'S TECHNOLOGY.
YOUR FUTURE.

CISCO Networking Academy

Microsoft Imagine Academy

able!

National Able Network®

IT Career Lab is a division of National Able Network, Inc.

Agenda

- Resources:
    - www.ITCareerLab.org/calendar/
    - www.ITCareerLab.org/Minnesota/
- This info session is for the Minnesota location.
- National Able Network, Organization Overview
- IT Career Lab, Program Overview
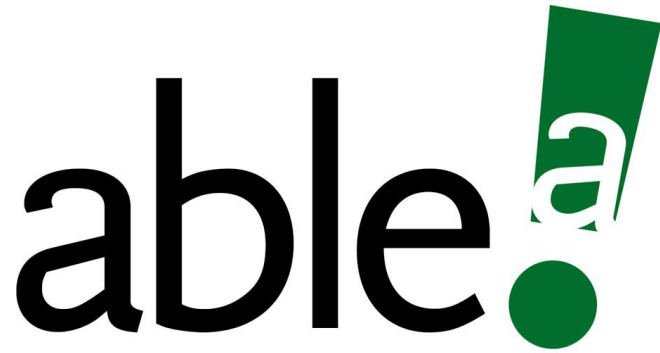- Funding Options
- Next Steps
- Q&A

(Get pen and paper. Be ready to take notes!)

(Please mute yourself. Only unmute yourself to ask questions, or feel free to ask questions through the chat.)

- Non-profit organization 501(c)3
- National Able is a workforce development agency.
- National Able has been around for over 40 years.
- Headquartered in Chicago with locations throughout the Midwest.
- IT Career Lab is a branch of National Able and has been around since 2012.
- IT Career Lab has been in Minnesota since 2018.

IT Career Lab is:

Certified Cisco Networking Academy

Licensed – Private Career School by the Office of Higher Education

WIOA Approved

Listed on MN DEED Eligible Training Provider List as "National Able Network-IT Career Lab"

IT CAREER LAB

IT Career Lab is a division of National Able Network.

IT Career Lab Location

IT Career Lab is located at 5905 Golden Valley Road, Suite 2 Golden Valley, MN 55422 inside the Stillman Family Foundation Building on the far right facing the building on the second level.
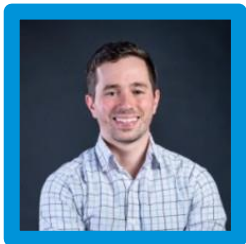We are busline accessible, bus #705 and #14.

IT Career Lab Program Staff

Jared Fessler [he/him] – Education and Community Relations Manager

- Help individuals pursue IT training/careers
- Aid unemployed professionals in transition

Greg (Shirbroun) **Weaver [he/him] – Program Manager**

- 10 years experience developing training programs
- Connect students to networking, resources and support services

IT CAREER LAB

IT Career Lab Program Staff

Jon Kimmel [he/him] – Job Placement Manager

- Review's student resumes to insure they're modern, marketable, and targeted to IT
- Works with students to determine the best fit for opportunities in their area
- Advocates for certified graduates within and outside our program employers' network

Kirsten Christensen [she/hers] – Office Manager/Receptionist

- Oversee the workings of the office at IT Career Lab.
- Helps with students testing needs.
- Pearson Vue Test Administrator

IT Career Lab's Instructors

Stephen Freed, [he/him] Microsoft Certified Instructor

- Instructor for Microsoft 365 Window MD 100 and MD 101

- 20+ years Microsoft training experience in corporate and classroom settings
- IT consultant and computer networking professional

Michael Grzincich, Cisco Certified Academy Instructor

- Instructor for CompTIA Network + and CCNA

- IT Solutions Provider for small/medium businesses
- Earned IT degrees/credentials as non-traditional student

Kieran Dostal, [he/him] Cisco Certified Academy Instructor

- Instructor for CompTIA Network + and CCNA

- IT Director for a local medium sized business
- Cybersecurity enthusiast

IT Career Lab is a division of National Able Network.

COVID -19

→ Currently, info sessions and classes are 100% remote.

→ National Able/IT Career Lab is closely following any updates and guidance from the Minnesota Department of Health, Center for Disease Control, and the World Health Organization, as it relates to COVID-19.

What is included for students at IT Career Lab?

Accelerated Training Programs (Cisco OR Microsoft/CompTIA Network+)

Live training by certified instructors

Access to eBook and official online learning management systems

Virtual and simulated lab access for each subject

Multi-use practice exams focused on each certification

Laptop (with built in webcam and microphone)

One-on-one job placement services (e.g. detailed and resume review and career consultation)

Job search skills workshop (Jumpstart Program)

Exam for each certification plus one additional retake

Alumni support services

IT CAREER LAB

Dell Latitude 3500 Laptop

15" screen with built in webcam and microphone

IT Career Lab Backpack

JOB SEARCH GUIDANCE AND SUPPORT | JUMPSTART PROGRAM

MY SKILLS, MY GOALS: THE TARGETED JOB SEARCH

Define your career goals and develop a targeted job search plan tailored to you!

THE ULTIMATE GUIDE TO RESUMES

Update your resume with assistance from our career experts!

INTRODUCTION TO SOCIAL MEDIA

Understand and safely use social media for personal and professional growth!

LINKEDIN: MAXIMIZE YOUR PROFESSIONAL POTENTIAL

Develop and perfect your professional LinkedIn profile to maximize your full networking potential!

INTERVIEW SUCCESS: ALL THE ANSWERS

Prepare for your next interview with tips and techniques that will help you stand out!

INTRODUCTION TO NETWORKING

Practice networking skills to reach your personal and professional goals!

- Working with our job placement manager Jon Kimmel after program completion.
- Exclusive hiring opportunities.
- Local IT hiring managers and recruiters will connect with you and do mock interviews and talk about job search and job market trends.
- Resume
- LinkedIN

IT CAREER LAB

Before starting at IT Career Lab, one should possess these basic computer skills:

- ✓ Create and manage computer files and folders via Windows Operating System
- ✓ Download and locate a file; Save-as various file types (e.g. PDF, .docx, .jpeg, etc.)
- ✓ Manage a Windows Desktop (maximize, minimize, resize, restore & closes windows)
- ✓ Use safe online practices
- ✓ Install and remove programs
- ✓ Run web searches in various browsers with various search engines
- ✓ Operate a web camera and microphone during online meetings (Zoom, Teams, GoToMeetings, etc.)

What type of experiences might be most helpful/ideal prior to attending IT Career Lab?

- Need to have:
  - Willingness to work in IT sector for your career
  - Interest in computer networking
    - Internet Protocol (IP) Addressing; Routing and Switching, etc.
  - Interest in developing Windows Operating System Mgmt Skills
    - Beyond simple user skills
      - For example:
        » ActiveDirectory
        » PowerShell Commands

- Nice to have:
  - Prior IT sector experience (professional)
  - Personal experience troubleshooting computer or network issues at home
  - CompTIA A+ Certification (or related IT certifications)

What will make you a successful student at IT Career Lab?

Interest in working entry-to-mid-level IT jobs – e.g. Help Desk Technician

Interested in computer networking and operating system management.

Having a passion and drive for learning IT.

We require 90% attendance throughout each class. Make sure your schedule is cleared.

Making sure you can commit to 30 hours a week dedicated to IT Career Lab (includes class time and studying).

You can spend 6-8 hours per day (or more) on a computer for class and your future work.

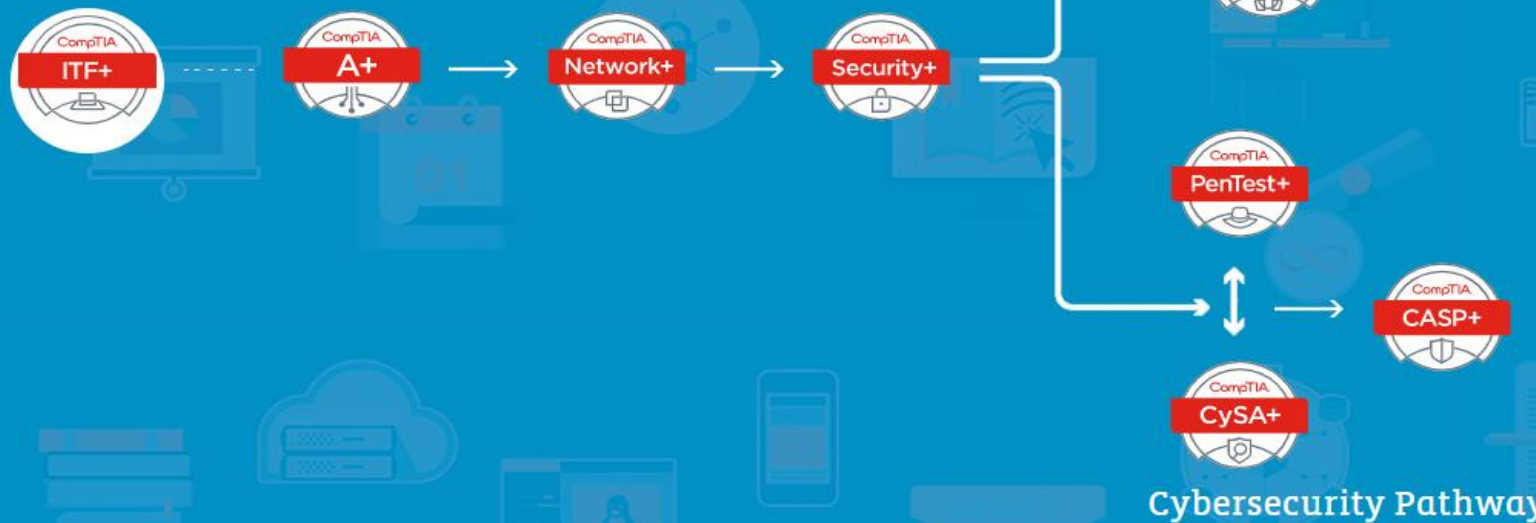Preparing for IT Career Lab as one would for college enrollment

Strong computer navigation and troubleshooting skills

Having a customer service orientation and mindset.

Previous experience solving technical issues.

IT CAREER LAB

Infrastructure Pathway

Cybersecurity Pathway

ITF+ and A+ not required, but great if you have them!

MICROSOFT 365 MODERN DESKTOP MD-100 and MD-101 EXAM

ABOUT:

This exam measures your ability to accomplish the following technical tasks: deploy Windows; manage devices and data;

configure connectivity; and maintain Windows.

OCCUPATIONS:
Help Desk Analyst, PC Refresh Technician, Desktop Support Specialist and more

CLASS TIME:
Six Weeks | 4 days per week
Monday through Thursday 8:30AM to 12:30PM
18 hours of live classroom training and an average of 12 hours outside course work a week

CLASS SIZE:
Around 12 students' max

INSTRUCTOR:
Stephen Freed

CERTIFCATION RENEWAL:
Every year and the renewal assessment is no cost

CERTIFICATION EXAM:
Six weeks after start date

MORE INFORMATION ON MICROSOFT 365 MODERN DESKTOP CERTIFICATION:
https://docs.microsoft.com/en-us/learn/certifications/m365-modern-desktop

IT CAREER LAB

COMPTIA NETWORK+

ABOUT:
The CompTIA Network + certification develops a career in IT infrastructure covering troubleshooting, configuring, and managing networks.

OCCUPATIONS:
Computer technician, Help desk technician, Network support specialist., Network administrator, Network analyst, Systems engineer, Systems administrator or analyst, and more!

CLASS TIME:
Four weeks | 2.5 days per week
Tuesdays and Thursday 8:30AM to 3:30PM and Fridays 1PM to 5PM
18 hours of live classroom training and an average of 12 hours outside course work a week

CLASS SIZE:
Around 12 students' max

INSTRUCTOR:
Michael Grzincich and Kieran Dostal

CERTIFICATION RENWAL:
Every three years

CERTIFICATION EXAM:
Four weeks after start date

MORE INFORMATION ON COMPTIA NETWORK +:
https://www.comptia.org/certifications/network

IT CAREER LAB

IT Career Lab General Program Timeline

IT Infrastructure Management (Microsoft and CompTIA Network+) Program Timeline	
Week of Program	**Focus of Study**
Week 1	Deploying Windows & Managing Devices and Data – These chapters of material focus on installation of the Windows 10 Operating System on enterprise machines, as well as the management of devices and data that use or rely on the Windows 10 Operating System.
Week 2	Configure Connectivity – This section of the material focuses on connecting devices that use the Windows 10 OS to each other.
Week 3	Maintain Windows 10 and Update OS – with the OS installed and configured across an enterprise, the next step is to focus on maintenance.
Week 4	Management of the Windows 10 Operating System across devices: Policies and Profiles
Week 5	Management of the Windows 10 Operating System across devices: Protecting Devices (System Security), Apps and Data
Week 6	Review

Test Prep for MD-100 and MD-101 Certification Exams from Microsoft	
Week 7	Section 1: Networking Concepts - Ports and Protocols, The OSI Model, Routing & Switching, Network Addressing, Network Topologies, Wireless Technologies, Cloud Technologies Network Services
Week 8	Section 2: Infrastructure - Cabling, Networking Devices, Advanced Networking Devices, Virtualization, WAN Technologies; Section 3: Network Operations – Network Documentation, Business Continuity, Network Monitoring, Remote Access, Best Practices
Week 9	Section 4: Network Security – Physical Security Devices, Access Control, Wireless Network Security, Network Attacks, Device Hardening, Mitigation
Week 10	Section 5: Network Troubleshooting and Tools – Network Troubleshooting, Network Tools, Networking Troubleshooting (Wired, Wireless, and Network Service)
Test Prep for CompTIA Network+ (N10-007) Certification Exam	

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CISCO CERTIFIED NETWORKING ASSOCIATE [CCNA]

ABOUT:

The CCNA validates your skills and knowledge in network fundamentals, network access, IP connectivity, IP services,

security fundamentals, and automation and programmability.

OCCUPATIONS:
Network Administrator, Network Engineer, Network Specialist and more!

CLASS TIME:
12 Weeks | 2.5 days per week
Monday and Wednesdays | 8:30AM to 3:30PM and Friday 8:30AM to 12:30PM
18 hours of live classroom training and an average of 12 hours outside course work a week

CLASS SIZE:
Around 12 students' max

INSTUCTOR:
Michael Grzincich and Kieran Dostal

CERTIFICATION RENEWAL:
Every three years

CERTIFICATION EXAM:
12 weeks after start date

MORE INFORMATION ABOUT CCNA:
https://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna.html

IT CAREER LAB

IT Career Lab General Program Timeline

Cisco Certified Network Associate (CCNA) Program Timeline	
Week of Program	**Focus of Study**
Week 1	Implementing VLANs and Trunks, Routing Between VLANs, Introducing OSPF
Week 2	Building Redundant Switched Topologies, Improving Redundant Switched Topologies with EtherChannel
Week 3	Exploring Layer 3 Redundancy
Week 4	Introducing WAN Technologies
Week 5	Explaining Basics of ACL, Enabling Internet Connectivity
Week 6	Introducing QoS
Week 7	Explaining Wireless Fundamentals
Week 8	Introducing Architectures and Virtualization, Explaining the Evolution of Intelligent Networks
Week 9	Introducing System Monitoring
Week 10	Managing Cisco Devices, Examining the Security Threat Landscape, Implementing Threat Defense Technologies
Week 11	Securing Administrative Access, Implementing Device Hardening
Week 12	Exam Preparation
Test Prep for Cisco Certified Network Administrator (CCNA) Exam – 200-301	

IT Career Lab Virtual Lab

→ IT Career Lab is committed to providing an interactive, instructor-led experience for students, even during distance learning. We use the following tools to aid in the creation of experiential learning sessions: Cisco's Networking Academy and Packet Tracer, Microsoft Teams, GoToMeeting, Zoom, Test Out LabSim, Microsoft Learn on Demand, Microsoft Official Courseware.

→ Cisco's innovative simulation tool, Packet Tracer. To learn more, go to https://www.netacad.com/courses/packet-tracer

→ It teaches basic operations of the tool with multiple hands-on activities helping you to visualize a network using everyday examples, including Internet of Things (IoT).

→ Please review this information about Cisco's Packet Tracer, prior to connecting with your grant provider.

→ Discover and troubleshoot using powerful networking simulation tool.

Pearson Vue Onsite Authorized Testing Center

IT Career Lab Stats

95%
Program completion rate

96%
Of training participants
earned one or more certifications

$19.82/hour
Average **starting wage** for
IT Career Lab graduates

IT CAREER LAB

Minnesota IT Career Lab Graduates Have Obtained Jobs at:

Medtronic

BEST BUY.

WELLS FARGO

Resource Data

Allina Health

UNITEDHEALTH GROUP®

MINNESOTA IT SERVICES

FAIRVIEW

IT CAREER LAB

Job Placement Expectation After Completing IT Career Lab

Career growth in a short-time is possible in the IT sector, and more likely than in many other industries.

IT certification is CRITICAL to a successful IT job search and career development.

IT certifications and experience are BOTH considered when determining your wage.

IT Career Lab does not and cannot guarantee job placement – it takes significant work and focus on the part of our students.

National Able focuses on enhancing YOUR job search and expanding your network.

IT CAREER LAB

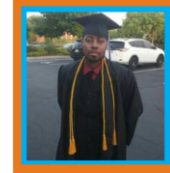# IT Career Lab Student Success Stories

SUCCESS STORY

From Homemaker to Tech Professional:
Coming Full Circle

SUCCESS STORY

*Finding the Path to
a Career in IT*

SUCCESS STORY
*A 'surreal' journey
from student to instructor*

SUCCESS STORY
*A Hopeful Journey:
A Refugee's IT Career Path*

More student success stories here: https://www.itcareerlab.org/tech-bytes/

IT CAREER LAB

FUNDING OPTIONS

MAIN FUNDING OPTIONS

IT Career Lab is the training provider, we partner with the organizations that provide funding through the following grants below, we also have a few grants of our own. Please contact IT Career Lab directly to find out which grant is best fit for you. Process can take three to six weeks depending on the grant. Grants cover everything at 100%. You will not owe anything.

- MN Women in IT Grant
- WIOA Adult Program
- Dislocated Worker Program
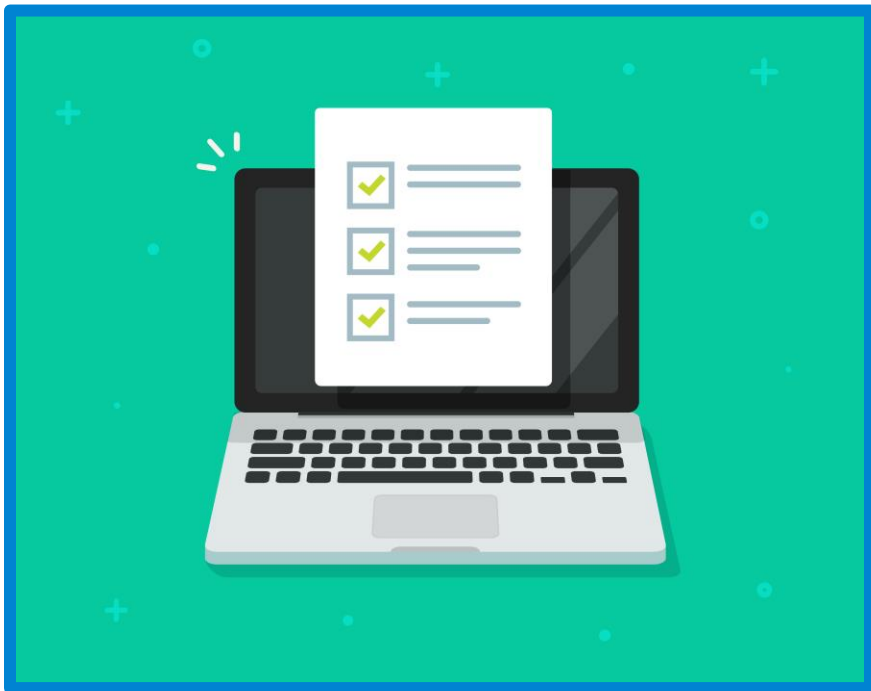- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)

- Minneapolis Pathways
- Hennepin County CARES Act
- Low Income Worker Training Program
- Pathways to Prosperity
- Veterans Affairs Education Benefits

Grant Eligibility

- Employment Status
- Yearly income level
- Residency (city/state/zip code)
- Identity (veteran, gender, BIPOC)

FUNDING PROGRAM ENROLLMENT PROCESS

Step 1: Complete Prescreen, Send Resume, & Assessment(s) Results

The following are required:

Prescreen Questionnaire
- Complete prescreen, Email your resume, employment status, preferred training/date, and your assessment results to: Minnesota@itcareerlab.org or jfessler@itcareerlab.org

Pretest
- We may have you complete a pretest covering A+

North Star Assessment
- Everyone is required to take the Windows 10 North Star Assessment
- Can be done remotely
- Must pass the Windows 10 north star assessment, can only be taken once a day, take on a PC computer.
- If you do not pass, we will refer you to our partner IT Core Skills program.

IT CAREER LAB

NORTHSTAR | **Windows** | PUBLIC VERSION

Your Results

You've completed the assessment! After reviewing your results, close this browser tab/window to start another module.

You Passed!

88.9 %

How is my score calculated?

🛡 Claim Badge   🖨 Print Results

Timestamp: Feb 4 2021, 3:18 PM
Record ID: 7966380
Code: 6c37384b436a

Correct (24 out of 26)	Incorrect (2 out of 26)
MASTERED SKILLS	SKILLS TO IMPROVE

✓ 🪟 1 Identify the operating system used by a computer. ✕ 🪟 11 Shutdown, restart, and log off a computer.

✓ 🪟 2 Identify the parts of the Windows 10 interface (desktop, ✕ 🪟 12 Use Settings to uninstall or modify apps.

You Passed!

91.7 %

Timestamp: May 4 2020, 12:16 AM
Record ID: 7502980
Code: 5e96cd6e86ee

Correct (30 out of 34)	Incorrect (4 out of 34)
MASTERED SKILLS	SKILLS TO IMPROVE

- Identify the different ways a person can connect to the internet.
- Demonstrate knowledge of browsers and identify commonly used browsers.
- Demonstrate familiarity with website structure (e.g., landing pages, internal pages).
- Identify top-level domains (e.g., .edu, .com, .org).
- Demonstrate understanding of how to use browser tools and settings to protect privacy (e.g., private browser windows, clearing search history, and declining to save passwords on shared computers).
- Identify ways to protect your devices (e.g., anti-malware software, recognizing possible virus attacks).
- Demonstrate to a website that you are a legitimate user using CAPTCHA or other verification methods.
- Fill out an online form.
- Identify common browser tools and icons (e.g., favorites, downloads, refresh, and back).
- Perform internet search using clear parameters (terms and filters).
- Demonstrate ability to scroll up and down a page and left and right on a page.
- Enable a specific pop-up window.
- Use shortcut keys, or menu or mousing equivalents, to support user experience on the web (e.g., zoom, find text).

- Demonstrate understanding of when it's safe and appropriate to share personal, private, or financial information (e.g., recognizing phishing attempts, identifying unsecured websites).
- Identify address bar and demonstrate understanding of its functionality.
- Identify and make use of common website interactions (e.g., play buttons, hyperlinks).
- Identify and work with tabs and windows.

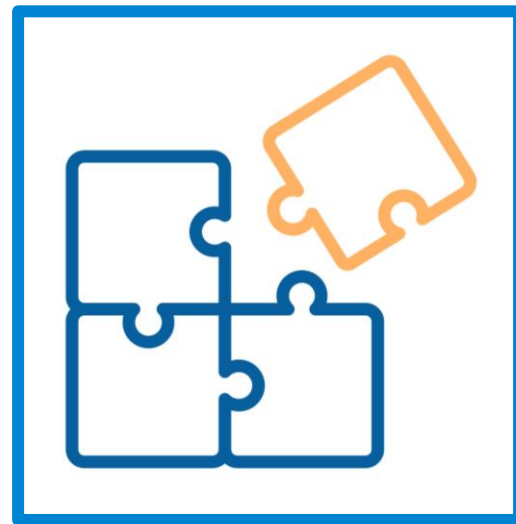**How to send to send over your North Star Assessment Score:**

Top left: screen shot or take a picture with your phone. Assessment name and score must show.

Bottom right: PDF version – file – print – save as – PDF – save onto desktop or folder. Score and assessment name must show.

- Must send score over in either of these formats
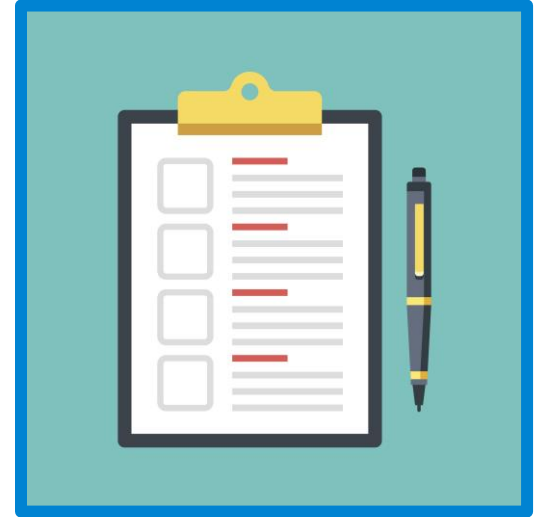- Take from a PC computer only not a cell phone
- Can only be taken once a day

IT CAREER LAB

IT Career Lab's Grant Owned Process:

- **<u>This process is for anyone going through the IT Career Lab owned grant.</u>**
- Send a resume, complete the prescreen, Windows 10 Northstar Assessment (must pass).

- Complete the IT Career Lab grant application and the Tennessean form.
- You will be asked to provide copies of your ID (social security card, or work authorization).
- Application will be reviewed and if accepted, you will be able to enroll in IT Career Lab.
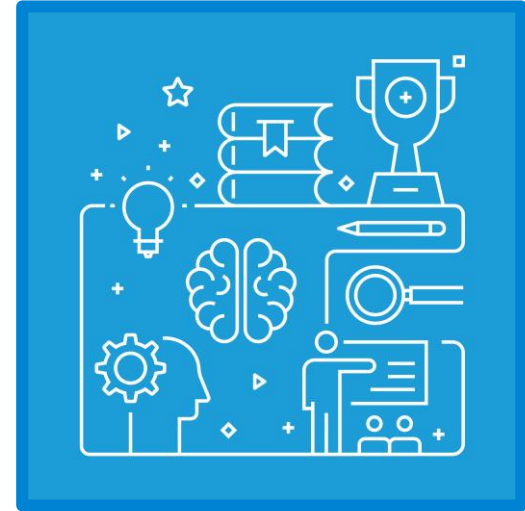
IT Career Lab Grant Partner Process:

- **<u>This process is for anyone who is going through our grant partner (WIOA, Dislocated Worker, etc), process.</u>**

- Send over your resume, complete prescreen, complete and pass the Windows 10 Northstar assessment.

- Complete grant partner application – two forms. They will then conduct an intake with you over the phone where they will review your application.

* Expected process is three to six weeks minimum

IT Career Lab Grant Partner Process Cont.:

- You may have to complete the Wonderlic (basic math and reading assessment), 20 minutes each, can be taken remotely. Waived for those with a bachelors.

- Once completed, you will be assigned to an employment counselor.

- Complete their paperwork, training proposal (must be approved by employment counselor). You will be asked to provide copies of your ID (social security card, proof of residency, etc.).

- After everything is completed and you are approved and accepted into the grant program, the IT Career Lab enrollment process would begin.

- If you are already in the Dislocated Worker/WIOA program, please let us know and provide us with your employment counselors contact info.

* Expected process is three to six weeks minimum

Enrollment Dates

Microsoft & CompTia Network +

- August 2, 2021 | Deadline to enroll is July 26, 2021
- August 10, 2021 | Deadline to enroll is August 2, 2021

CCNA

- July 26, 2021| Deadline to enroll is July 19, 2021

AZURE:

August 17,2021| Deadline to enroll is August 10, 2021

→ Virtual Orientation and Enrollment will happen the Thursday before class and laptop pick up will happen the Monday before classes start.

Deadline Checklist

Completed materials due by deadline are:

❑ Prescreen Questionnaire

❑ North Star Assessment Scores

❑ Resume

❑ Grant Application

❑ Documents for your employment counselor (paperwork, requested ID's, etc).

   (Please stay in direct communication with your counselor!)

❑ Training and employment plan (if you're working with an employment counselor).

❑ Purchase orders, vouchers, authorizations, from you and your employment counselor **OR** down payment if you are a self funder.

IT CAREER LAB

IT CAREER LAB MN GOOGLE REVIEWS

→ Everyone is very friendly, helpful and committed to helping you succeed. I've never felt like I was alone in my endeavors. The team communicated very well and was always supportive. - Joe D.

→ I had an amazing learning experience in this place. If you're looking to enhance your resume or start your career in Information technology, I recommend ITCL – Sonia R.

→ Wonderful program. I found out about them through HIRED, a dislocated worker program from the MN unemployment office. HIRED was able to fund IT Career Lab and within five months I had two certifications, and I am still qualified to get at least one more when I'm ready. IT Career Lab is networked with a lot of local employers and is also part of a larger national network called National Able Network, in case you were looking to relocate. I highly recommend them. Keep up the great work! – William Norton

→ My experience with IT Career Lab was a positive one. All the staff that worked with program participants were wonderful. They were always looking for ways make sure we were getting as much as we could from the program, looking for local resources to help with employment after completing classes, marketing our experience and skills to generate interest in newly certified techs and offering support and encouragement all along the way. – Ben T.

→ Fast pace and very informative. Easy to learn for those who are new to the IT field. ITCL is a great place to start! – Ge T.

Visit our google reviews: https://bit.ly/3r6ufH3

IT Career Lab Minnesota Resource Links:

Minnesota Resource Landing Page – has grant applications, north star assessment links, slides from todays information session:
www.ITCareerLab.org/minnesota

For more information about IT Career Lab check out the FAQ make sure to look at the Minnesota location:
www.itcareerlab.org/faq/

IT Career Lab Prescreen Questionnaire:
https://forms.office.com/r/gLauvMmQCY

IT Career Lab Google reviews:
https://bit.ly/3r6ufH3

Job Description of Computer User Support Job:
https://www.onetonline.org/link/summary/15-1232.00

IT Career Lab Virtual Lab (Cisco Packet Tracer):
https://www.netacad.com/courses/packet-tracer

More information about the Microsoft 365 Modern Desktop Certification:
https://docs.microsoft.com/en-us/learn/certifications/m365-modern-desktop

More information about the CompTia Network + Certification:
https://www.comptia.org/certifications/network

More information about the CCNA Certification:
https://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna.html

Questions?

If you have any friends, family, or anyone that you know of that would be a great fit for IT Career Lab, please refer them to IT Career Lab. IT Career Lab has a referral program. Search our five star google reviews under "IT Career Lab."

Please complete the prescreen, Windows 10 Northstar assessment, and e-mail your resume along with your employment status and which training you want to enroll in to Minnesota@itcareerlab.org or directly to Greg and Jared.

Greg (Shirbroun) Weaver [he/him]
Program Manager
612.295.0879
gshirbroun@itcareerlab.org

Jared Fessler [he/him]
Education & Community Relations Manager
612.760.3425
jfessler@itcareerlab.org

www.nationalable.org
www.itcareerlab.org