



Discover Goodwill is excited to introduce *IT Helpdesk Administrator Training*. This comprehensive 18-week training program uses the highly successful blended learning training environment, a combination of on-line and face-to-face learning in a classroom setting. Students have access to online video instruction 24 hours a day, 7 days a week in addition to live facilitator support.

Courses include:

- **Microsoft Office Series III:** Training in Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Visio, Office 365 Web Apps, OneDrive and Skype for Business
- **A+ Comprehensive:** Training in the fundamentals of security, networking, operating systems, IT operations, troubleshooting and technical support
- **Network+:** Training in the foundation-level skills to install operate, manage, maintain and troubleshoot a corporate network

This program provides you with the knowledge required to sit for three international certification exams: two exams make up the CompTIA A+ Certification and one leads to CompTIA Network+ Certification.

In addition to the base curriculum provided by MedCerts online course, Discover Goodwill will provide:

- Live Facilitator Support and Case Manager for blended learning environment
- Job Placement assistance upon completion from an IT Staffing Specialist
- Job Retention assistance upon employment from Discover Goodwill's Retention Expert

Additional program benefits:

- Paid voucher for Certification Exam
- Practice quizzes/online videos/textbooks
- Flexible scheduled study hours at Discover Goodwill's LIFT Training Epicenter
- Hands-on learning workshops
- Soft skills overview workshops
- Discover Goodwill Internships available
- Free laptop upon course completion of dual certification



Interested? Call Miriam Yost at **719-381-9463** or email myost@discovermygoodwill.org for an application and to schedule your assessment.