

IT Helpdesk Technician

Validate your knowledge and skills by earning a nationally recognized helpdesk certification

What will I learn in this training?

Participants in this class will learn how to successfully diagnose and resolve technical issues, provide remote and on-site support, install and upgrade software, have the skills and knowledge to work a technical helpdesk and a solid introduction to the knowledge and skills required for a Network Operations Center (NOC) position.

CompTIA A+ is an excellent entry-level certification for those entering the IT helpdesk and hardware support professions.

Why should I complete this training?

This fall, 40 information technology service jobs are coming to Dickenson County. Southwest Virginia Community College's Workforce Solutions is responding to the need with the IT Helpdesk Technician training program. This training will develop the area's workforce with the needed skills to succeed in this fast-growing industry.

The average hourly wage for an entry level helpdesk analyst in Virginia is \$18.17, however, it can go as high as \$37.65 for more specialized fields. Annual salaries for IT technicians range from \$35k on the low end, and \$65k for more advanced positions.

Earn the CompTIA A+ certification

Classes starting this fall! Call for details!

Classes are available at SWCC's main campus and the Dickenson County Center for Education and Research.

Financial assistance is available to all who qualify!

Want to know more or to register? Contact SWCC Workforce Solutions, 276.964.7244, workforce@sw.edu



Southwest Virginia Community College

