

WORK PROCESS SCHEDULE Information Technology Generalist		ONET Code 15-1151	
Job Title:			
Apprenticeship Type: Competency Based			
Minimum Time Requirements: This framework is designed to support an apprenticeship that lasts from 12 to 24 months, with the expectation that most apprentices will require 18 months to complete the program.			
Required Certifications: Multiple vendor-specific certifications exist, but given the speed at which IT evolves, our advisory board recommended that employers determine which certifications they require based on the scope of their work.			
JOB FUNCTION	Core/ Optional	OJT	RI
JOB FUNCTION 1: Sets up and removes employee or client workstations or devices, including setting up access controls	Core		
Sets up desktop, laptop and other devices for employees	Core		
Installs software on network or individual users' computers, laptops or devices and sets appropriate access controls or authorities	Core		
Sets up user identifications and passwords and implements policies regarding passwords and user/administrator permissions	Core		
Establishes secure external connections to network or desktops using secure remote access technology	Core		
Installs printers on networks or individual devices	Core		
Sets up network map, employee folders and centralized data repositories	Core		
Sets up email account for users and establishes storage limits and backup parameters	Core		
Maintains and manages software licenses	Core		
Removes users from network, archives data and files, removes workstations and disables devices for users exiting the organization or prohibited from using IT resources	Core		
JOB FUNCTION 2: Installs, provides user support for, or troubleshoots hardware and commercial software	Core		
Uses FAQ's or other job aids to troubleshoot hardware or software faults	Core		

Uses logic to discover source of faults and recommends appropriate solutions	Core		
Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages	Core		
Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor	Core		
Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches	Core		
Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems	Core		
JOB FUNCTION 3: Supports internal or external clients in the use of audio/visual technology and conference technology	Optional		
Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related devices			
Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing			
Tests equipment and software prior to use to ensure sound and video quality is acceptable			
Sets up, schedules and manages web-based or video conferences			
Provides support to users during meetings, conferences or webinars			
Sets up user accounts on voice technologies or systems, including voicemail			
JOB FUNCTION 4: Installs, maintains and troubleshoots networks	Core		
Installs and maintains wired and wireless networks	Core		
Connects devices to networks physically and using remote access technologies	Core		
Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses	Core		
Tests resiliency of security devices or software and monitors bandwidth utilization	Core		
Establishes and sets access levels and permissions based on employees' job roles and company policies	Core		
Assists in setting up, configuring and managing servers including data storage	Core		

Sets up user identification parameters on servers	Core		
Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies	Core		
JOB FUNCTION 5: Makes minor software modifications to improve performance or customize to user needs	Optional		
Surveys user needs to understand what modifications are needed			
Modifies a program within a software package, including securing permission from vendors to do so			
Inserts or loads organizational templates or standards into software, such as presentation templates in PowerPoint or equivalent software	Core		
Monitors computer performance and recommends/makes upgrades or modifications as necessary to improve speed or other performance parameters			
Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions			
JOB FUNCTION 6: Assists in maintaining or updating web content and manages user access profiles and authorities	Optional		
Sets user/author access permissions based on organization's policies			
Uploads new content to organization's website or removes old content as instructed			
Tests functionality of links embedded in the website			
Notifies appropriate person if incorrect, outdated or otherwise problematic content is identified			
Notifies appropriate person if website is not functioning properly			
JOB FUNCTION 7: Monitors and helps maintain network security by adhering to security policies	Core		
Monitors adherence to password policies, including enforcement of password update intervals	Core		
Sets user access levels and permissions based on organizational policies	Core		
Monitors antiviral software to understand potential threats and updates as needed	Core		
Reads, attends conferences or interacts with other IT professionals to know and understand current threat levels and mechanisms	Core		

Ensures that encryption technology and access controls are utilized to protect sensitive data	Core		
Ensures that off-site staff are using secure connections to access network	Core		
Assists in or monitors use of back-up technologies and network redundancies to minimize risk	Core		