



IT-Service Desk Technician (50-154-1)

Effective 2024/2025

Program Description

An IT Service Desk Technician is responsible for fielding incoming technical support communications and tickets, troubleshooting issues, communicating over the phone, email, chat, and resolving help inquiries. Upon completion of the IT Service Desk Technician Apprenticeship at Gateway Technical College, students will have the skills to diagnose and resolve both hardware and software issues, develop effective troubleshooting strategies, and gain an in-depth understanding of Service Desk operations. The program emphasizes developing a broad range of customer service skills, including effective oral and written communication with end users. Additionally, students will gain experience preparing and delivering end-user training, creating written and online manuals, FAQs, and performing day-to-day help desk duties in various environments.

Program Learning Outcomes

Graduates will be able to:

1. Process incoming customer contact (call/ticket/chat).
2. Triage the issue.
3. Communicate triage results with the customer.
4. Solve the issue.
5. Escalate the issue.
6. Follow-up with the issue.

Essential Career Competencies

Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- Communication
- Professionalism and Career Management
- Cultural Competence
- Critical Thinking and Problem Solving
- Teamwork and Collaboration
- Technology Competence

Get Started as an Apprentice

1. You should apply directly to employers, and entry requirements vary by employer.
2. If you need assistance finding an employer who will take you on as an apprentice, please contact the local Apprenticeship Training Representative at 262-564-3210 to find an employer who has been approved to train apprentices.
3. Once your contract is in place, Gateway's Apprenticeship department will communicate with you regarding registration, classes and books.

Graduation Requirements

- *Minimum of 2.0 ("C") or above for all required courses.
- Meet minimum hourly paid related instruction requirements per WI Registered Apprenticeship Contract.

Notes

1. You must be in good physical health and able to stand for long periods of time, possess finger dexterity, a sense of form and artistry and be able to work well with the public.
2. Entry requirements vary by employer. High school diploma or equivalent is recommended.
3. Students must complete all courses with a grade of "C" or better.

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for one year or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult My Gateway for exact fee amounts. Occasionally, the District may offer a particular course out of published sequence. By doing so, the District does not obligate itself to offer succeeding courses out of published sequence.

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The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here.
Taking courses in the order shown will help you stay on track and graduate according to your academic plan.
Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

Pathway to Success

Course #	Course Name	Credits	Hours
154-701	Research and Troubleshooting	2.00	72
154-702	Service Desk Documentation	1.00	36
154-703	Service Desk Professional Skills	1.00	36
455-455	Transition to Trainer	.20	8

Training at a Glance

- Time to complete – 1 year
- On the job time – 2000 hours
- Related Instruction Time – 144 hours
- Additional training – Transition to Trainer
- Consult the Wisconsin Bureau of Apprenticeship Standards website for more information at <https://dwd.wisconsin.gov/apprenticeship/occupations/cook.htm>

Required Textbook Information

- Follett Bookstores are located on the Elkhorn, Kenosha and Racine campuses year-round. Students can rent and purchase new, used and digital textbooks as well as purchase their required course supplies at these locations. Students may also purchase course materials online at [eFollett](#) (link is external) and have their items shipped to their home or campus store locations, as well as review their class schedule in [My Gateway](#), which will link directly to needed course materials in eFollett.

If you need assistance getting started
Gateway's Apprenticeship Department is happy to help.

QUESTIONS?

PLEASE CONTACT:

Gateway Technical College
Apprenticeship Department
262-564-2954

apprenticeship@gtc.edu

Notes associated with courses (identified by a superscript number at the end of the course title) are located on the front of the sheet.
(*) indicates students must achieve a minimum of 2.0 ("C") or above for these major courses to meet graduation requirements.