

New IT Training Program in Concord



From Goodwill Industries of the Southern Piedmont <community@goodwillsp.org>
To <sjohnston@tuesdayforumcharlotte.org>
Reply-To Goodwill Industries of the Southern Piedmont <community@goodwillsp.org>
Date 2024-07-24 09:01



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Goodwill Industries of the Southern Piedmont · P. O. Box 668768 · Charlotte, NC 28266 · USA



ABOUT THE PROGRAM

Goodwill's tuition-free [IT Support Specialist training program](#) is now offered in [Concord, NC](#)! This 12-week program is designed to prepare participants for mid-level tech support roles. Participants will learn about hardware, operating systems, networking, mobile devices, security, troubleshooting, virtualization and cloud computing in addition to customer service skills and documentation practices.

TIMEFRAME & SCHEDULE

Goodwill's IT Support Specialist - Concord training program takes 12 weeks to complete and is hybrid, meaning class will meet both virtually and in person.

The program will run **September 23 - December 13**.

APPLICATION PERIOD	INFO SESSIONS	ASSESSMENTS	INTERVIEW & SELECTION	TRAINING DATES
JULY 15 - AUG 9	AUG 14 & 15	AUG 20 & 21	AUG 27 - 29	SEP 23 - DEC 13

Class will meet virtually on Mondays from 10 a.m. - 3 p.m.; it will meet in person at the [NC Works Career Center in Concord](#) on Tuesdays, Wednesdays and Thursdays from 10 a.m. - 3 p.m.; and Fridays are reserved as self-directed lab days in which participants can work on projects, complete hands-on activities or study.

WRAPAROUND SERVICES

When you take one of Goodwill's training programs, you get the added benefit of working with several of our teams to make sure you are fully prepared to take the next step and land a job! These teams are:

- *Goodwill University team*: offers the training program, and monitors course grades, attendance and other supporting activities.
- *Career Navigation team*: each participant will be assigned a career navigator who provides ongoing career and employability coaching, such as help developing your resume, crafting an elevator pitch, preparing for a job interview and more.
- *Employer Engagement team*: provides job search assistance to all participants by partnering with employers to facilitate employer-led training, job site tours, hiring events and direct job placements.

HOW TO APPLY

Goodwill Industries of the Southern Piedmont's territory spans 18 counties in North and South Carolina. Only those who live [within our service area](#) can apply. The application period ends **Friday, August 9**.

STEP 1: REGISTER WITH GOODWILL

Fill out our [registration form](#) then follow the prompts to schedule a virtual appointment with someone on our team.

Virtual appointments fill up quickly. If you're unable to reserve a virtual appointment, you must come to one of our [career centers](#) in person to register (no appointment necessary).

Once you have completed registration, you'll receive more information regarding the application process.

REGISTRATION FORM



Building pathways that help people pursue the life they want to achieve!

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P. O. Box 668768
Charlotte, NC 28266

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