
Appendix A

WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE

Appendix A

WORK PROCESS SCHEDULE INFORMATION TECHNOLOGY (IT) SPECIALIST O*NET-SOC CODE: 15-1142.00 RAPIDS CODE: 1132

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☒ Time-based ☐ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is 1.6 years with an OJL attainment of 2846 hours, supplemented by the minimum required 144 hours of related instruction. ***If classroom instruction is not available to the apprentice, the sponsor will provide online training through curriculum provider and will provide access to computer lab with WIFI, accompanied with four hours of in-person training per week.***

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker ratio is: 2 Apprentice(s) to 1 journey worker(s).

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker wage rate, which is: **\$17.**

1 st 1,000 hours = %	5 th 1,000 hours = %
2 nd 1,000 hours = %	6 th 1,000 hours = %
3 rd 1,000 hours = %	7 th 1,000 hours = %
4 th 1,000 hours = %	8 th 1,000 hours = %

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 90 Days.

6. SELECTION PROCEDURES

Please enter selection procedures for each occupation for which sponsor intends to train apprentices:

The **Sponsor** follows U.S. Department of Labor Office of Apprenticeship guidelines. The sponsor will ensure public notification of apprenticeship positions, application period and review of applications to determine qualified candidates. All applicants who have met the minimum qualifications and have submitted the required documents must be notified of the date, time, and place to appear for a follow up interview. The interviewer(s) will rate each applicant during the interview on each of the factors on the applicant rating form taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers. The interviewer will then prepare a written summary of his/her judgment of the applicant derived from the interview. After completing the interview and evaluation of the applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating. The sponsor may conduct direct entry for veterans with relatable experience seeking the apprenticeship and the recognized pre-apprenticeship with MOU with pre-apprenticeship training provider and Central Six. The sponsor will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex,(including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older. The sponsor will take Affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under title 29 of the Code of Federal Regulations, part 30.

WORK PROCESS SCHEDULE
INFORMATION TECHNOLOGY (IT) SPECIALIST
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Description: Develop logical scheme and codes. Complete computer programs of minimum complexity. Adapts previously developed routines to specific project where applicable. Maintains and modifies existing programs to assure adherence to specifications or convention changes. Codes programs or subroutines from overall systems logic developed by other computer specialists. Consult with users regarding programming, data processing, and/or debugging problems of minimum complexity. Conduct introductory user training dealing with basic system capabilities. Adapt previously developed system software to address new requirements, as required. Maintains and updates existing documentation describing system and library software capabilities.

APPROX. HOURS

Professional and Technical Training. The apprentice will learn new skills that will equip him/her to handle employee relations and responsibilities competently. **392**

Professional Development. Communications, Customer Service, Diversity, and Ethics.

Technical Development. Operating Systems, Systems Admin, Database Technologies, Software Development, Network, and Security.

Apprentice tasks may include, but not limited to:

Dedicated Work Assignments. The apprentice will perform job specific supporting work assignments on a full-time basis. He/she will work 40 hours per week. He/she will learn how to support an organization. The apprentice will learn how to contribute to his/her work group as a full-time employee and therefore a fully dedicated member of the team. The apprentice will learn and apply the skills (further expanding upon previous learning/applications) necessary and complete the tasks required of his/her particular job. The apprentice will also learn new skills to enhance the quality of his/her work and more effectively manage his/her time while interacting with the workforce daily.

TASK

Classifying end user problems	240
Documenting problem solutions	240
Review, Manage and prioritize request	320
Performing data analysis	160
Writing simple programs	240
Managing Databases	160
Testing programs	320
Debugging programs	320
Basics of DevOps principles	
• Creating scripts to gather system statistics	80

<ul style="list-style-type: none"> • Creating scripts to transfer files 	80
<ul style="list-style-type: none"> • *Installing software upgrades 	80
Verifying data conformance, accuracy, and completeness	160
<p>On-boarding Process. This process encompasses the variety of tasks and requirements involved with acclimating and engaging a new employee to their position and organization. The level of support provided to apprentices after leaving the HR organization communicates the importance of three components in the on-boarding process: forms management, tasks management, and socialization.</p>	8
<p>Informal/Formal Briefings. The apprentice will conduct a briefing of the work process overview, lessons/techniques learned from training, and project activities.</p>	8
<p>Meet with the Mentor and L&D Coordinator. The apprentice will meet with assigned mentor and L&D Coordinator to engage in dialogue regarding his/her learning experiences, problems, needs, and concerns. The apprentice will be required to keep a journal to facilitate discussion and reflection of his/her apprenticeship experience.</p>	14
<p>Performance Evaluation. The apprentice will have his/her performance formally reviewed and will discuss with his/her manager.</p>	24
TOTAL HOURS	2606
*The tasks are optional	*240
Total with optional tasks	2846

**RELATED INSTRUCTION OUTLINE
INFORMATION TECHNOLOGY SPECIALIST
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Course Offerings	APPROX. HOURS
● New Employee Orientation -	8
● Personal Professionalism in the Workplace -	8
● Interpersonal Communications: Effective Communication -	8
● Teamwork -	8
● SDLC: Software Development Life Cycle -	8
● How to Deal with Difficult People SkillPath -	8
● Project Management Fundamentals -	4
● Agile Fundamentals -	32
● User Story Mapping and good backlog items -	16
● Web Development (Angular, React, HTML5, CSS3) -	64
● Essentials of info Security, Basic, Global Knowledge4 -	40
● Backend development (C#, .NET Core, and Go)	32
● JavaScript Programming with NodeJS -	40
● MySQL, MSSQL, and PostgreSQL -	32
● DB Architecture and Administration -	40
● Effective Business Writing -	16
● Advanced Business Writing -	8
● Cloud Fundamentals	40
Total:	412

If classroom instruction is not available to the apprentice, the sponsor will provide online training through curriculum provider and will provide access to computer lab with wifi, accompanied with four hours of in-person training per week.

1. If funding was not an issue, what are the top three things you think we need to improve the recruitment function? Please stop at three!
 1. Video interviews (where the top candidates are invited to submit a short video interview that can be referred to the department vs. just sending a resume)
 2. Texting Tool
 3. Optimize use of ATS
2. In thinking about increased efficiencies, what would be the one thing you would want to do in each of the approaches below, again assume funding is not an issue.
 - a. Operational actions – doing the same work better, faster and more efficiently
 - b. Operational models – doing what we do in a fundamentally different way -
Change from transactional to strategic recruiting – let the system weed out the candidates so that the Staffing Specialist can recruit top talent (interview, share referrals).
 - c. Strategic enhancements – changing what we do. Aligning with future HR and institutional needs. Video interviews (where the top candidates are invited to

submit a short video interview that can be referred to the department vs. just sending a resume)