

# Help Desk Training

i-Ability: Vocational IT Training Program

## Program Benefits:

- Real-world information technology (IT) support training in a positive environment
- Classroom training and paid on-the-job training
- Preparation for office and IT-related jobs
- Learn and develop good work habits
- Resume assistance, job interview practice, and linkage to job placement services
- Explore and develop skills that you will apply to future jobs

## The Ideal Help Desk Applicant:

- Is willing to learn challenging technical skills
- Has strong attention to detail
- Is willing to improve ability to document phone conversations using clear and simple language
- Will challenge self to develop professional communication skills over phone, email, and in-person
- Is receptive to feedback on performance
- Has at least basic computer skills
- Will commit to entirety of training program (9 months, about 12 hours per week)

## Minimum Eligibility:

- Must be **currently** receiving services through SFDPH Behavioral Health Services (BHS)
- High School graduate or equivalent (GED acceptable)
- Must be able to pass a background check

Information sessions will be held at the 1st floor of:

**Behavioral Health Services**  
1380 Howard Street  
San Francisco, CA 94103  
*(please check in with 1st floor receptionist when you arrive)*

**Nearby transportation:**  
MUNI and BART



## Information Sessions:

**Friday September 7, 2018**  
2:00 pm–3:30 pm

**Monday September 17, 2018**  
3:00 pm–4:30 pm

**Tuesday September 25, 2018**  
10:30 am–12:00 pm

**Friday October 5, 2018**  
10:30 am–12:00 pm



There will be an opportunity to meet the instructors and ask questions about the program at these info sessions.

Visit [www.hire-ability.org](http://www.hire-ability.org) for more information.

**Application  
Deadline :  
Oct. 19, 2018**





Richmond Area Multi-Services

# Desktop Support Training

i-Ability: Vocational IT Training Program

## Information Sessions:

**Friday September 7, 2018**  
2:00 pm – 3:30 pm

**Monday September 17, 2018**  
3:00 pm – 4:30 pm

**Tuesday September 25, 2018**  
10:30 am – 12:00 pm

**Friday October 5, 2018**  
10:30 am – 12:00 pm



There will be an opportunity to meet the instructors and ask questions about the program at these info sessions.

Visit [www.hire-ability.org](http://www.hire-ability.org) for more information.

## Program Benefits:

- Real-world information technology (IT) desktop support training in a positive environment
- Classroom training and paid on-the-job training
- Preparation for office and IT-related jobs
- Learn and develop good work habits
- Resume assistance, job interview practice, and linkage to job placement services
- Explore and develop skills that you will apply to future jobs

## The Ideal Desktop Applicant:

- Is willing to learn challenging technical skills
- Has strong attention to detail
- Is willing to commit to long periods of independent study of technical concepts
- Has at least basic computer skills
- Is receptive to feedback on performance
- Can lift up to 25 lbs. without assistance
- Will commit to entirety of training program (9 months, about 12 hours per week)
- Can travel independently within San Francisco

## Minimum Eligibility:

- Must be **currently** receiving services through SFDPH Behavioral Health Services (BHS)
- High School graduate or equivalent (GED acceptable)

Information sessions will be held at the 1st floor of:

**Behavioral Health Services**  
1380 Howard Street  
San Francisco, CA 94103  
(please check in with 1st floor receptionist when you arrive)

*Nearby transportation:*  
MUNI and BART

**Application  
Deadline:  
Oct 19, 2018**

