

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 receptionist)

Nearby transportation:
MUNI and BART

**Application
Deadline:
Feb 16**



Richmond Area Multi-Services

Information Sessions:

Thu, Jan 11, 2018 – 1:30 pm - 3:00 pm

Thu, Jan 18, 2018 – 10:30 am - 12:00 pm

Mon, Jan 22, 2018 – 1:30 pm - 3:00 pm

Fri, Jan 26, 2018 – 10:30 am - 12:00 pm

Mon, Jan 29, 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 for more information.





Desktop Support Training

i-Ability: Vocational IT Training Program

Information Sessions:

Thu, Jan 11, 2018 – 1:30 pm - 3:00 pm

Thu, Jan 18, 2018 – 10:30 am - 12:00 pm

Mon, Jan 22, 2018 – 1:30 pm - 3:00 pm

Fri, Jan 26, 2018 – 10:30 am - 12:00 pm

Mon, Jan 29, 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 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)

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