



October 14, 2015

To: CCC CIOs, CTE Deans, CCC Counselors, Faculty, Businesses and Collaborating Partners

Re: IT Technician Pathway: A New Statewide CA Community College Offering

The ICT-Digital Media Sector of the Doing what Matters Program is pleased to announce its second Branded Pathway aimed at getting students into widely available and rewarding IT careers. The IT Technician Pathway (ITTP) will help students launch a career in IT by starting with computer retail or customer service jobs, and building relevant skills and certifications over time. This pathway uses existing academic programs and courses. While no new curriculum is created, statewide branding consistency can be achieved.

The pathway represents IT skill sets in demand by businesses throughout the state based upon interviews with IT contractors, equipment suppliers, various IT departments, and cross-referenced with CTE Faculty, advisory groups and other Labor Market Information. Dr. James Brady, Chief Information Officer of Kaiser Permanente Orange County, said, *“The California Community Colleges IT Technician Pathway program describes an effective balance of training, certifications and experience to develop IT Professionals without a 4-year degree...”*

The pathway not only meets the needs of industry, but it clarifies a lot of confusion for students, counselors and administrators. The ITTP invites students to follow three pathway stages. Each stage is defined by knowledge and skills necessary to acquire 3rd party industry certifications and employment in the IT field. Here’s a brief description of each stage:

STAGE ONE Computer Retail Sales & Support	Students learn fundamental IT, business and customer service skills by taking the first 6 IT Technician Pathway courses and the CompTIA A+ Certification exam.
STAGE TWO Help Desk/User Support	Students build on the IT Technician Pathway by completing additional networking and security coursework along with suggested industry certifications.
STAGE THREE IT Technician	Students can further their careers by taking IT courses that teach advanced concepts, including CyberSecurity (Ethical Hacking) and Routing and Switching Essentials, and become certified.
Further Specialization Options	Additional specialty courses include Mobility and Mobile Design, Cloud Essentials, CCNA Preparation, and Project Management/Process Improvement.

The curriculum listed includes many standardized C-ID classes that are part of the IT Model Curriculum approved by faculty driven Intersegmental Curriculum Workgroup, ICW; however the focus of the ITTP curriculum selection is the near term need to get a job.

In addition to completing coursework and obtaining certifications, students are encouraged to connect with their peers and be proactive in the job-seeking process. The ITTP website provides links to IT student support groups and tips on getting hired, in an effort to help students navigate this sometimes daunting career path.

San Diego City College, College of the Canyons and Sierra College have already identified existing courses that match the ITTP skill sets, and are leading the charge to promote this innovative pathway. Dr. Jerry Buckley, CIO at College of the Canyons says, *“At College of the Canyons we are eager to roll out the new IT Technician Pathway as we see it to be beneficial for our students and businesses in the community.”*

We invite all colleges to view the ITTP Course Guide available in the Faculty/Administrators section of the website at www.ict-dm.net/itp. This comprehensive guide lists all of the pathway courses along with general course descriptions. This can be used to help match the ITTP skill sets with existing college courses (C-ID courses are not required). Keep in mind that colleges do not need to have courses in all areas. Colleges can ‘opt-in’ with as little as three pathway courses and are encouraged to list them as part of the regional offering. Join the statewide directory now with the courses you have that are available. Signing up takes less than 20 minutes.

Branded Pathways result in more jobs by emphasizing in-demand skills for open jobs with relevant pathways that lead to success. In keeping with the Branded Pathway model, criteria for the ITTP included at least 20,000 (LMI) jobs available statewide, an expectation that 80-90% of completers can get a job, and training that takes less than a year for students to qualify for an entry-level job. Encouraging colleges to ‘opt-in’ and select the appropriate matching curriculum results in statewide consistency, effectiveness and relevance for the California Community Colleges system.

For questions please contact:

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