

# Families Forward

***Do you have an interest  
and passion for IT support?***

## **IT SUPPORT**

### Learn valuable skills, like how to:

- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents.
- Answer telephones and give information to callers or take messages.
- Create, maintain and enter information into databases.
- Earn a **MOS (Microsoft Office Suite) certification**.
- Earn a **CompTIA A+ certification**.

### Gain a career in occupations like:

- Administrative Assistant
- IT Helpdesk Technician
- Computer Specialist

**\$15 per hour**  
Average starting wage\*

### **Part Time**

Classes run between  
**6 to 8 weeks**  
Multiple weekday options  
available.

### **Professional coaches will help you:**

- ⇒ Prepare for interviews
- ⇒ Access an employer network of area companies
- ⇒ Learn how to advance within the IT Industry

**Register TODAY to attend a Families Forward Orientation  
and learn how you can qualify  
for FREE TRAINING**

***No prior IT support experience needed!***

**Call us 216-698-3505 or 216-698-2363**

**email [Cuyahoga-Families-Forward@jfs.ohio.gov](mailto:Cuyahoga-Families-Forward@jfs.ohio.gov)**

**Visit us online to learn more: [ffcuyahoga.mdrc.org](http://ffcuyahoga.mdrc.org)**

If you do not meet the  
requirements for this Career  
Track, we can help you find a  
different track!

\*Based on data from Indeed.com, October 2018. Actual employer starting and average wages may be different.

**Families Forward is part of a study on how to improve the lives of parents and children.**



Cuyahoga County  
Together We Thrive



Towards Employment

IT Support Information Sheet

# Families Forward

## FAMILIES FORWARD CUYAHOGA DEMONSTRATION CAREER PATH



### IT SUPPORT

Get started with Families Forward today and earn your CompTIA or MOS (Microsoft Office Suite) certification for free!

We stick with you to help you prepare for the next step in your career.

Feel confident that you're on a career path with opportunities to grow.

#### Now

#### Next

#### Later

#### Comp TIA or MOS Certification

You may be eligible for these types of jobs:

- Administrative Assistant at Premier Metal Trading \$28,000\*\*
- Dental Receptionist \$27,040\*\*
- Legal Administrative Assistant for CMHA \$29,120\*\*

Offers higher wages and opportunities to learn on the job skills.

Offers an entry level position in a growing field

#### 0-1 Year Experience

You may be eligible for these types of jobs:

- Help Desk Technician \$31,200\*\*
- Desktop Support Specialist at Emerald Resource Group \$45,000\*
- Private Secretary to the Director for the City of Cleveland \$35,000\*

0-1 Year experience offers opportunities for advancement

#### 2-5 Year Experience/Degree

You may be eligible for these types of jobs:

- Payroll Administrator \$52,000\* Supervisor Positions
- Office 365 Administrator at Robert Half Technology \$62,400\*\*
- Financial Partner for Cleveland Metropolitan School District \$69,972\*

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Cuyahoga County  
Together We Thrive

\*Average annual salary  
\*\*Average entry-level salary  
Actual starting wages may be different.  
Sources:  
Career Builder.com 2018  
Indeed.com 2018 and Salary.com 2018