

Start working as an IT Professional in as little as 6 months – no tech skills required!

NPower Canada’s **Service Analyst** program provides 6 months of:

- Industry-certified entry-level IT skills training for youth 18-29 at no cost
- Paid internships and job placements at leading companies such as: Accenture, BMO, CIBC, Deloitte, RBC, Rogers, TD and TELUS

Training

Service Analyst Program

In this program, you will:

- Explore computer technology through PC configuration, mobile device security, and networking
- Learn how to effectively troubleshoot and resolve IT issues across wired and wireless networks
- Build computers based on customer requirements
- Install, configure and troubleshoot Windows, iOS, Android and Linux operating systems
- Prove your knowledge to employers by earning global and industry recognized certifications

Become certified in (the Globally Recognized): [CompTIA A+](#)

Each week in class you will also learn and practice **Professional Development skills:**

- Identifying skills, interests and accomplishments and creating an IT specific resume
- Networking, personal branding and social media
- Delivering effective presentations, business writing, teamwork, managing conflict at work
- Professionalism in the workplace and more!

Paid Internship and Job Opportunities

Entry-level IT career opportunities from the **Service Analyst** program include:

- Tier 1-3 Helpdesk / User Support
- PC Technician
- Network and Systems Administration
- Product Support
- Systems Analyst
- Technical Administrator
- Database Administration
- Junior Project / Business Analyst
- IT Service Coordinator
- And more!

NPower Canada has provided participants with opportunities at:

Accenture
BMO
Bullfrog Power
CDI Computers
CIBC
Cisco
City of Toronto
Cognizant
Compass Group

D-Link
Dixon Hall
Deloitte
DHX Media
Healthy Minds Canada
Infrastructure Ontario
Ingram Micro
Morneau Shepell
NCR

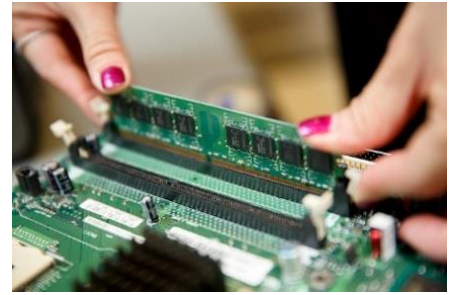
RBC
Ricoh Canada
Rogers Communications
Ryerson University
SAP
Soroc Technology
STAPLES
Sun Life Financial
Synnex Canada

TAO Solutions
TD Bank Group
TDot Performance
Turows
Unikron
United Way
University of Toronto
Virgin Mobile
We Can Win

Who Can Apply

Eligible young adults **must**:

- Have completed high school, or GED
- Be between 18 to 29 years of age
- Demonstrate financial need
- Be motivated to work
- Be legally able to work in Canada; have work permit
- Have strong English language proficiency (e.g. CLB Level 7-8)
- Experience barriers to pursuing post-secondary education and securing sustainable employment



Program Phases

Training Phase 1: Boot Camp

This 2-week boot camp is a time for you to explore your interests in the tech sector through technology career exploration, personality assessment and exercises working together in teams. This phase of the program allows both you and program staff to determine whether the program is a good fit for you.



Training Phase 2: In-Class Training

This phase consists of 15 weeks of technical and professional development training geared toward preparing you to write certifications and launch into an entry-level IT career. During this phase, you will also meet employers through guest speakers, site tours and networking events.



Participants who complete both phases of training will then be supported to:

- Complete a minimum 8-12-week **paid** internship (above minimum wage)
- Secure meaningful entry-level employment and gain valuable skills and work experience in IT
- Job coaching, placement support and 2+ years of post-hire career development services

Next Class

Our next **Service Analyst** classes:

- Run Monday to Friday (9 AM - 1 PM) for 15 weeks
- Two locations:
 - Mississauga Training Centre (6341 Mississauga Rd. near Britannia) - Starts August 28, 2017
 - 105 Gibson Centre (Markham @ Warden/Steeles) – Starts September 5, 2017

Questions?

Email or call Jessica: Jessica.Robinson@npowercanada.ca
647-523-3266

Visit www.npowercanada.ca to apply today!