CompTechS
Computer Technical Support

Computer Technical Support Program

CompTechS is a unique internship program that combines both an internship program for students studying toward a career in information technology; and a recycling program. CompTechS' mission is to assist disadvantaged students to make it through college and help students facing obstacles to employment transition from college to work, while providing local employers with well-trained computer technical support staff and an environmentally safe means of recycling their e-waste.

Phase I: Preparation & Application

1. Successfully complete courses or demonstrate knowledge of:
   - Basic English
   - Basic Math
   - Microsoft Office
   - Microsoft Windows
   - Networking, Security or Programming
2. Submit a signed and completed Application Packet
   - Visit OTI Website (http://oti.fhda.edu/comptechs.html) and download
     - Application, (includes a brief Skills Evaluation)
     - Faculty Reference form.
   - Submit the Faculty Reference form to your chosen faculty member.
   - Email, mail or deliver the Application and your Resume to:
     Via email to lipsigjoseph@fhda.edu
     Or
     OTI-Computer Technical Support Program
     Seminar Building, Room 1C
     De Anza College
     21250 Stevens Creek Blvd
     Cupertino CA 95014
3. You will be contacted for a one hour interview and program overview. The interview includes a short quiz on hardware that is used to determine the course of training you will need in the refurb lab. Once accepted into the program you will be asked to:
   - Complete hiring paperwork.
   - Maintain enrollment of at least 6 units in the district of which one course must be at De Anza College.

Phase II: CompTechS Internship

If you are selected for the Computer Technical Support Program Internship you will start in our on-campus Refurb Lab for 3 hours each week. Students can only work up to 144 hours total in the lab.

Phase III: Industry Internship

Qualified students may have an opportunity to compete for paid industry-based internships. Currently student interns are working in or have worked in the IT departments at Roche Pharmaceuticals, Synopsys Inc., Fujitsu Computer Systems, , Flextronics, Photon Dynamics, Genomic Health, ABsciex, Cepheid and VMWare. Intern duties can include:

- Correcting hardware problems with supported desktops, laptops and peripherals by coordinating support with OEM vendors (in warranty)

- Managing returns on warranted parts and systems
- Packing and shipping replacement parts to customers
- Maintaining standard software configurations, including troubleshooting, loading and configuring software images, supported applications and drivers
- Installing, supporting and troubleshooting approved desktop software
- Performing planned maintenance, moves, adds and changes
- Troubleshooting and resolving basic network connectivity incidents
- Maintaining and updating Loadsets (images) for standard systems
- Recommending hardware and software solutions, including new acquisitions and upgrades
- Consulting with the helpdesk on helpdesk calls
- Providing phone support and diagnostics to remote customers
- Documenting activities, processes and procedures
- Participating in training programs designed to educate customers about basic and specialized applications
- Answer Helpline
- Log calls in Remedy
- Escalate help calls as necessary
- Solve routine calls as able
- Interact with rest of team in resolving helpdesk calls
- Use Remote tools (Remote Assistance, Remote Desktop)

A student who meets the qualifications specified by one of our employers and is hired, can work up to 25 hours per week while school is in session and 40 hours per week during breaks. Interns are paid on an hourly basis. Students need to commit to a minimum of a year if they work for an outside employer.

For more information contact Joseph Lipsig at 408-864-5712, lipsigjoseph@fhda.edu or stop by our lab in the Seminar Building in Room 1C on the De Anza campus.

This is a great opportunity to get some real world work experience, add to your resume with a recognizable company or, in some cases, be offered a full time position with the company.

Feel free to stop by our Refurb Lab in the Seminar Building, to see what the program is all about.