



AUTHORIZED FEDERAL ACQUISITION SERVICE
MULTIPLE AWARD SCHEDULE

SPECIAL ITEM NUMBER 54151S- INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
SPECIAL ITEM NUMBER 611420 - INFORMATION TECHNOLOGY TRAINING

SnapIT Solutions LLC
7780 W 119th St
Overland Park, KS 66213
(P) 913-220-2032 (F) 913-800-5832
contact@snapit.solutions

Contract Number: **47QTCA21D0026**

Period Covered by Contract: **11/25/20 – 11/24/2025**

General Services Administration

Federal Acquisition Service

Pricelist current through Modification **#001** dated **11-25-2020**.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

SIN	Description
54151S	Information Technology Professional Services
611420	Information Technology Training
OLM	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 5.

2. Maximum Order:

SIN	Maximum
54151S	\$500,000
611420	\$250,000

3. Minimum Order: \$100

4. Geographic Coverage: Domestic only

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30

9. Government Purchase Cards: Will accept at, but not above the micro-purchase threshold.

10. Foreign Items: None

11. Time of Delivery: SnapIT Solutions LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.

11b. Expedited Delivery: Consult with Contractor

11c. Overnight/2-Day Delivery: Consult with Contractor

11d. Urgent Requirements: Consult with Contractor

12. **FOB Point:** Destination
13. **Ordering Address:** SnapIT Solutions LLC
7780 W 119th St
Overland Park, KS 66213
(P) 913-220-2032 (F) 913-800-5832
federal@snapit.solutions
14. **Payment Address:** SnapIT Solutions LLC
7780 W 119th St
Overland Park, KS 66213
(P) 913-220-2032 (F) 913-800-5832
federal@snapit.solutions
15. **Warranty Provisions:** Contractor's Standard Warranty
16. **Export Packing charges:** Not applicable
17. **Terms and conditions of Government Purchase Card Acceptance:** Please contact SnapIT Solutions LLC for terms and conditions of Government Purchase Card acceptance.
18. **Terms and conditions of rental, maintenance, and repair:** Not applicable
19. **Terms and conditions of installation:** Not applicable
20. **Terms and conditions of repair parts:** Not applicable
- 20a. **Terms and conditions for any other services:** Not applicable
21. **List of service and distribution points:** Not applicable
22. **List of participating dealers:** Not applicable
23. **Preventive maintenance:** Not applicable
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**
Not applicable
- 24b. Contact SnapIT Solutions LLC for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>
25. **DUNS Number:** 092830187
26. SnapIT Solutions LLC is registered in the System for Award Management (SAM) database.



**GSA HOURLY RATES
SIN 54151S**

SIN	Labor Category	11/25/20	11/25/21	11/25/22	11/25/23	11/25/24
		– 11/24/21	– 11/24/22	– 11/24/23	– 11/24/24	– 11/24/25
54151S	Business Process Analyst	\$93.72	\$95.06	\$97.15	\$99.29	\$101.47
54151S	Data Scientist I	\$79.98	\$81.74	\$83.54	\$85.38	\$87.26
54151S	Data Scientist II	\$105.89	\$108.22	\$110.60	\$113.04	\$115.52
54151S	Data Scientist III	\$146.41	\$149.63	\$152.93	\$156.29	\$159.73
54151S	Software Developer I	\$51.69	\$52.83	\$53.99	\$55.18	\$56.39
54151S	Software Developer II	\$76.81	\$78.50	\$80.23	\$81.99	\$83.79
54151S	Software Developer III	\$94.56	\$96.64	\$98.76	\$100.94	\$103.16
54151S	Software Developer IV	\$115.23	\$117.76	\$120.35	\$123.00	\$125.71
54151S	Software Engineer I	\$62.58	\$63.96	\$65.36	\$66.80	\$68.27
54151S	Software Engineer II	\$80.94	\$82.72	\$84.54	\$86.40	\$88.30
54151S	Software Engineer III	\$107.89	\$110.26	\$112.69	\$115.17	\$117.70
54151S	Software Engineer IV	\$130.58	\$133.45	\$136.39	\$139.39	\$142.46
54151S	Software Project Coordinator	\$67.60	\$69.09	\$70.61	\$72.16	\$73.75
54151S	Software Project Manager	\$111.80	\$114.26	\$116.77	\$119.34	\$121.96
54151S	Solutions Architect	\$142.67	\$145.81	\$149.02	\$152.30	\$155.65

Labor Category Descriptions

Business Process Analyst

Functional Responsibilities: The Business Process Analyst builds and evaluates business advancement processes. Estimates advancement efficiencies and connected prices for management choices. Carries out analysis of present processes and identifies opportunities to enhance processes using Information Technology (IT). Creates and implements initiatives, business process development, and operative process management. Liaises with management to coordinate process improvement project activities. Inspects effectiveness of active process improvement initiatives and makes useful recommendations. Collects information and evaluates them in the alignment of project goals and organization goals. Creates process plans that contain project goals, milestones, and resources. Provides detailed reports indicating system necessities and computer code functions in terms of operation.

Minimum Education: Bachelor's

Minimum Experience: 3 years

Data Scientist I

Functional Responsibilities: The Data Scientist I communicates with technical and non-technical stakeholders to understand and define business needs and translate them to a data science context. Works in an agile, collaborative environment, partnering with other Data Scientists, Software Engineers, IT Consultants, And Database Administrators to integrate the latest predictive analytics with enterprise-level application development. Builds teams or writes computer programs to cleanse and integrate data sources in an efficient and reusable manner, resulting in high-quality, clean datasets. Incorporates a variety of statistical and machine learning techniques on big data, using leading edge tools such as R (ggplot2) and Python (scikit-learn, tensor-flow), combined with IBM tools and Artificial Intelligence (AI) application suites. Implements and validates predictive models with the end user, using quick feedback loops to iterate, and develops the most usable models for the specific use case. Deploys and maintains machine learning models using established best practices, allowing the client to consistently gain high value from advanced analytics projects.

Minimum Education: Bachelor's

Minimum Experience: 1 year

Data Scientist II

Functional Responsibilities: The Data Scientist II applies business analytics and customer segmentation techniques in various corporate functions, e.g. marketing analytics, consumer analytics, operations analysis, human capital analytics, or other relevant fields. Examines website design, customer interactions, featured content, and future products and services. Uses data mining for structured and unstructured information to join and explore relationships in disparate data sets. Maintains, moves, and manipulates data between applications, using appropriate software (e.g., Apache Spark, ElasticSearch, R, Python, Kibana, and others as technology evolves). Utilizes industry-standard communication and visualization tools to visualize and communicate complex quantitative information and analysis. Identifies meaningful insights from large data and metadata sources; interprets and communicates

insights and findings from analysis to customer and other stakeholders with required/appropriate documentation.

Minimum Education: Bachelor's

Minimum Experience: 3 years

Data Scientist III

Functional Responsibilities: The Data Scientist III has knowledge of the agile methodology for delivering software solutions. Designs, develops, documents, and architects Hadoop applications. Manages and monitors Hadoop log files. Develops MapReduce coding that works seamlessly on Hadoop clusters. Has working knowledge of Structured Query Language (SQL), NoSQL, data warehousing, and Database Administration (DBA). Is an expert in newer concepts like Apache Spark and Scala programming. Acquires complete knowledge of the Hadoop ecosystem and Hadoop Common. Seamlessly converts hard-to-grasp technical requirements into outstanding designs. Possesses excellent understanding relational and non-relational databases. Leads a small agile team that consists of Data Scientist I and/or Data Scientist II. Follows complex design and development standards. Must be detail-oriented and think logically. Possesses excellent problem solving and analytical skills and excellent written, verbal, and listening communication skills. Possesses the ability to keep up with new business and technical concepts. Able to work with minimal supervision. Possesses strong team leadership and risk management ability.

Minimum Education: Bachelor's

Minimum Experience: 7 years

Software Developer I

Functional Responsibilities: The Software Developer I is an apprenticeship role. This person receives on-the-job training in a computer programming language. Completes coding puzzles and works on internal SnapIT applications or external customer applications under the guidance of experience technical resources. Works toward being able to independently complete tasks.

Minimum Education: Bachelor's

Minimum Experience: 1 year

Software Developer II

Functional Responsibilities: The Software Developer II independently designs, codes, tests, and documents in a single software development language (e.g. Java, Ruby, Kotlin, Python, etc.). Debugs documents problems. Understands software development frameworks (e.g. Java Spring, Spring Boot, Ruby on Rails, etc.). Understands software design patterns (e.g. MVC, MVVM, and RESTFUL web services). Manages software changes in a code repository tool. Participates as a team member in the Software Development Lifecycle (SDLC). Mentors interns and apprentice developers.

Minimum Education: Bachelor's

Minimum Experience: 2 years

Software Developer III

Functional Responsibilities: The Software Developer III independently designs, codes, tests, and documents in a single software development language (e.g. Java, Ruby, Kotlin, Python, etc.). Debugs documented problems. Understands software development frameworks (e.g. Java Spring, Spring Boot, Apache Spark, Ruby on Rails, etc.). Understands software design patterns (e.g. MVT, MVC, MVVM, and RESTFUL web services). Manages software changes in a code repository tool (e.g. Git, SVN, etc.) and continuous integration tools (i.e. Jenkins). Has working knowledge of SQL and excellent understanding of relational and non-relational databases. Participates as a team member in the SDLC. Mentors interns and apprentice developers. Possesses the ability to follow complex design and development standards. Must be detail-oriented and think logically. Possesses excellent problem solving and analytical skills, and excellent written, verbal, and listening communication skills. Possesses the ability to keep up with new business and technical concepts. Able to work with minimal supervision.

Minimum Education: Bachelor's

Minimum Experience: 3 years

Software Developer IV

Functional Responsibilities: The Software Developer IV must have strong verbal and written communication skills with the ability to be the bridge between client and the software development team. Analyzes client's requirements and acceptance proposing technical solutions to the business team. Prioritizes, plans, and coordinates software development project activities according to customer requirements. Supervises software development team on a daily basis to execute assigned projects within deadlines. Must be able to review code and make ensure the team is delivering good quality software. Possesses strong organizational and project management skills. Acts as primary contact for customer queries and concerns. Manages and provides technical guidance and mentorship to three (3) to four (4) agile software development teams. Directs the work to ensure the best practices around software development. Supports preparation of Technology Roadmap. Supervises reporting responsibility for independent software contractors, software engineers, and outsourcing partners. Must work closely with the client and will be fully responsible for delivery of project on time to the client. Must be proficient in object oriented programming languages like Java. Must be proficient in software architecture and design principles. Possesses a strong understanding of Agile methodologies. Must have an eye for User Interface (UI) / User Experience (UX).

Minimum Education: Bachelor's

Minimum Experience: 5 years

Software Engineer I

Functional Responsibilities: The Software Engineer I is an apprenticeship role. This person received on-the-job training in a computer programming language. Completes coding puzzles and works on internal SnapIT applications or external customer applications under the guidance of experience technical resources. Works toward being able to independently complete tasks.

Minimum Education: Bachelor's

Minimum Experience: 1 year

Software Engineer II

Functional Responsibilities: The Software Engineer II independently designs, codes, tests, and documents in a single software development language (e.g. Java, Ruby, Kotlin, Python, etc.). Debugs documented problems. Understands software development frameworks (e.g. Java Spring, Spring Boot, Ruby on Rails, etc.). Understands software design patterns (e.g. MVC, MVVM, and RESTFUL web services). Manages software changes in a code repository tool. Participates as a team member in the SDLC. Mentors interns and apprentice developers.

Minimum Education: Bachelor's

Minimum Experience: 2 years

Software Engineer III

Functional Responsibilities: The Software Engineer III independently designs, codes, tests, and documents in a single software development language (e.g. Java, Ruby, Kotlin, Python, etc.). Debugs documented problems. Understands software development frameworks (e.g. Java Spring, Spring Boot, Apache Spark, Ruby on Rails, etc.). Understands software design patterns (e.g. MVT, MVC, MVVM, and RESTFUL web services). Manages software changes in a code repository tool (e.g. Git, SVN, etc.) and continuous integration tools (i.e. Jenkins). Has working knowledge of SQL and excellent understanding of relational and non-relational databases. Participates as a team member in the SDLC. Mentors interns and apprentice developers. Possesses the ability to follow complex design and development standards. Must be detail-oriented and think logically. Possesses excellent problem solving and analytical skills, and excellent written, verbal, and listening communication skills. Possesses the ability to keep up with new business and technical concepts. Able to work with minimal supervision.

Minimum Education: Bachelor's

Minimum Experience: 5 years

Software Engineer IV

Functional Responsibilities: The Software Engineer IV must have strong verbal and written communication skills with the ability to be the bridge between client and the software development team. Analyzes client's requirements and acceptance proposing technical solutions to the business team. Prioritizes, plans, and coordinates software development project activities according to customer requirements. Supervises software development team on a daily basis to execute assigned projects within deadlines. Must be able to review code and make ensure the team is delivering good quality software. Possesses strong organizational and project management skills. Acts as primary contact for customer queries and concerns. Manages and provides technical guidance and mentorship to three (3) to four (4) agile software development teams. Directs the work to ensure the best practices around software development. Supports preparation of Technology Roadmap. Supervises reporting responsibility for independent software contractors, software engineers, and outsourcing partners.

Must work closely with client and will be fully responsible for delivery of project on time to the client. Must be proficient in object oriented programming languages like Java. Must be proficient in software architecture and design principles. Possesses a strong understanding of Agile methodologies. Must have an eye for UI/UX.

Minimum Education: Bachelor's

Minimum Experience: 7 years

Software Project Coordinator

Functional Responsibilities: The Software Project Coordinator participates in software development project design meetings and proposes improvements if necessary. Evaluates potential problems and technical hitches and develop solutions. Plans and manages team goals, project schedules, and new information. Supervises current software development projects and coordinates all team members to keep workflow on track. Manages software development project-related paperwork by ensuring all necessary materials are current, properly filed, and stored. Directs software development project correspondences by preparing and reviewing project proposals, memos, meeting minutes, and emails. Communicates with clients to identify and define software development project requirements, scope, and objectives. Adheres to budget by monitoring expenses and implementing cost-saving measures. CAPM certification or equivalent required.

Minimum Education: Bachelor's

Minimum Experience: 1 year

Software Project Manager

Functional Responsibilities: The Software Project Manager (PM) creates long-and short-term plans for software development efforts, including setting targets for milestones and adhering to deadlines. Delegates tasks on software development projects to team members best positioned to complete them. Makes effective decisions when presented with multiple options for how to progress with the software development project. Serves as a Point-Of-Contact (POC) for teams when multiple units are assigned to the same software development project, to ensure team actions remain in synergy. Communicates with executives or the board to keep the software development project aligned with their goals. Performs Quality Control (QC) on the software development project throughout the SDLC to maintain the standards expected. Adjusts schedules and targets on the software development project as needs or financing for the project change. Project Management Professional (PMP) certification or equivalent required.

Minimum Education: Bachelor's

Minimum Experience: 3 years

Solutions Architect

Functional Responsibilities: The Solutions Architect is responsible for assisting in the establishment of an IT architecture practice, and the adoption of an IT architecture and standards methodology. Manages activities that take place during IT solution ideation, IT solution design, and IT solution implementation. Reviews business context for IT solutions to company challenges as well as defining the vision and requirements for the IT solution, recommending potential options, (which may include RFIs, RFPs, or prototype development), selecting the most optimal option, and the development of a roadmap for the selected IT solution. Communicates the IT architecture to the stakeholders and collaborates and coordinates with existing domain architects in the formalization and adoption of IT standards and procedures. Champions a structured approach to business application solutions. Directly assists in the development of an IT solutions architecture program including departmental roadmaps and project portfolios for IT systems architecture. Assures IT solutions not only are a fit for the specific purpose but also closely align with the standards guidelines of technology solutions. Influences changes to technology standards when necessary. Assists domain architecture team on solutions management and timing of financial spend for application solutions. Supports the architectural aspects of all IT application projects in peer IT portfolios. Directs the identification and recommendation of appropriate solutions, upgrades, replacements, or decommissioning options incorporating business and technology productivity, usability, and total cost of ownership. Develops and executes solutions which further reduce the percentage of time spent on reactive work. Provides analysis of security protection technologies, as necessary.

Minimum Education: Bachelor's

Minimum Experience: 7 years

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree

High School

Associate's

Bachelor's

Master's

PhD

Experience

1 year of relevant experience

High School or equivalent plus 2 years relevant experience

Associate's degree + 2 years relevant experience or 4 years relevant experience

Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience

Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or Associate's + 6 years relevant experience or 8 years relevant experience

**GSA COURSE RATES
SIN 611420**

SIN	Labor Category	Course Price Per Student
611420	Foundations of Cyber Security and Networking	\$6,750.63
611420	Foundations of IT Project Management Professional (Evening)	\$3,420.65
611420	Foundations of Java Development	\$4,886.65
611420	Foundations of JavaScript Development	\$4,886.65
611420	Foundations of Ruby & Ruby on Rails	\$4,886.65
611420	Fundamentals Salesforce Administrator	\$6,841.31
611420	IT Support Specialist (Evening)	\$4,397.98
611420	Foundations of Cyber Security and Networking	\$6,750.63
611420	Foundations of IT Project Management Professional (Evening)	\$3,420.65
611420	Foundations of Java Development	\$4,886.65
611420	Foundations of JavaScript Development	\$4,886.65
611420	Foundations of Ruby & Ruby on Rails	\$4,886.65
611420	Fundamentals Salesforce Administrator	\$6,841.31
611420	IT Support Specialist (Evening)	\$4,397.98

Training Course Descriptions

Title of Course: Foundations of Cyber Security and Networking			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	80 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): CompTIA Security+ Certification SY0-501 R1.5; CompTIA Network+ N10-007 R1.2; Notebook is provided for taking notes, as well as writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course teaches students how the fundamentals of computer networking apply to real world industry environments as well as the application of these principles to secure computing environments. The program is designed to help students with no prior technology background get into the rapidly growing technology industry. It is difficult to understand how computer networking functions as the scale of these business environments increases. It is critical for students to understand how infrastructure technology functions practically and what the exact role of Network Engineers and Cybersecurity Professionals is within this framework.</p>			

Title of Course: Foundations of IT Project Management Professional (Evening)			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	100 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): A Guide to the Project Management Body of Knowledge (PMBOK® Guide)–Sixth Edition; Rita Mulcahy's PMP Exam Prep; Notebook is provided for taking notes, as well as writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course teaches the foundations of Project Management through the Project Management Body of Knowledge (PMBOK) Guide, including Ethics and Strategies to manage, motivate and develop a team through Standard recognized by the Project Management Institute (PMI). Additionally, this course goes over the ten (10) knowledge areas of Project Management, five (5) keys Process Groups and the forty-nine (49) Project Management Processes.</p> <p>Simulation exercises consist of building project plans, time, quality, Estimating Cost, Determining Critical Path, Work Breakdown Structure (WBS), Planning Communications, Change Control Process, Qualitative and Quantitative Risk Analysis, AGILE Methodologies, and Managing Scope. This course also addresses the Department of Labor Employment and Training Administration (DOL-ETA) competency model pyramid by addressing the Personal Effectiveness, Academic and Workplace Competencies. This course prepared students to pass the Project Management Professional (PMP) and Certified Associate in Project Management (CAPM) exams administered by the PMI by teaching them everything they must know to pass the CAPM and PMP examinations.</p>			

Title of Course: Foundations of Java Development
--

Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	200 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): Java Fundamentals: A fast-paced and pragmatic introduction to one of the world's most popular programming languages textbook; Notebook is provided for taking notes, as well as writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course teaches students how to understand the concept of objects and how they relate to programming using the Java language. Additionally this course will go over the basic fundamentals of the Java language while utilizing OOP concepts. This course will utilize version control, which is used in the industry to track work, and provide a mechanism for restoring lost code. This course will also teach students three (3) pillars of OOP and utilize them in design patterns. Design patterns will take these fundamentals and put them to real world use to solve problems. Along with these, they will also learn the SDLC, so they know what it takes to create powerful applications.</p>			

Title of Course: Foundations of JavaScript Development			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	200 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): Head First JavaScript Programming: A Brain-Friendly Guide; Notebook is provided for taking notes, as well as writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course teaches students how to understand the concept of objects and how they relate to programming using the JavaScript language. Additionally this course will go over the basic fundamentals of the JavaScript language while utilizing OOP concepts. This course will utilize version control, which is used in the industry to track work, and provide a mechanism for restoring lost code. This course will also teach students three (3) pillars of OOP and utilize them in design patterns. Design patterns will take these fundamentals and put them to real world use to solve problems. Along with these, they will also learn the SDLC, so they know what it takes to create powerful applications.</p>			

Title of Course: Foundations of Ruby & Ruby on Rails			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	200 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): Head First Ruby: A Brain-Friendly Guide A Brain-Friendly Guide; Agile Web Development with Rails 5.1; Notebook for note taking and writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course teaches students how to understand the concept of objects and how they relate to programming using the Ruby language. Additionally, this course will go over the basic fundamentals of the Ruby language, as well as the Ruby on Rails framework, while utilizing OOP concepts. This course will utilize version control, which is used in the industry to track work, and provide a mechanism for restoring lost code. This course will also teach students three (3) pillars of OOP and utilize them in design patterns. Design patterns will take these fundamentals and put them into real-world use to solve problems. Along with these, they will also learn the SDLC, so they know what it takes to create powerful applications.</p>			

Title of Course: Fundamentals of Salesforce Administrator			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	100 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): Salesforce CRM - The Definitive Admin Handbook: Build, configure, and customize Salesforce CRM and mobile solutions, 5th Edition ; Salesforce Certified Administrator Exam Guide; Notebook for note taking and writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This Salesforce Administrator course has been designed to provide a career path into the industry of Salesforce Administration. This program will be an instructor led effort to educate students how to use Salesforce's Trailhead resources. Students will possess broad knowledge of customizing Salesforce, regularly configuring the platform, managing users, and looking for ways to get even more out of its features and capabilities. Students will have the skills to earn a Salesforce Administrator Certificate. The program is designed to help students with no prior technology background get into the rapidly growing technology industry.</p> <p>This course will also go over not just the SDLC, but the Salesforce Admin. Life Cycle. We look at the industry and see why Salesforce Administration is so important. In Addition to these skills, we look at Salesforce patterns, so the student knows what approaches you can take to achieve a set goal.</p>			

Title of Course: IT Support Specialist (Evening)			
Location of Course:	Contractor or Customer Facility	Length of Course (# of Hrs/Days):	100 Hours
Minimum Number of Participants:	10	Maximum Number of Participants:	15
Course Prerequisites: None			
Support Materials Provided as Part of the Course (e.g., Training Manuals, CDs, DVDs): CompTIA A+ Certification Premium Bundle: All-in-One Exam Guide, Tenth Edition with Online Access Code for Performance-Based Simulations, Video Training, and Practice Exams. Notebook for note taking and writing utensils.			
<u>Description of Course, Including Major Objectives</u>			
<p>This course is designed to provide students with the foundational knowledge needed to obtain an entry-level position in the IT field. Students will prepare for the CompTIA A+ certification, which is commonly held as the starting point for a career in IT. Content includes: end user support of PC, mobile, and IoT devices, support of basic IT and networking infrastructure, baseline security skills, and troubleshooting core IT services fundamentals. Upon completion of the course, students can elect to take the CompTIA A+ certification exams. This course can also act as a launchpad for those wishing to pursue more advanced industry certifications.</p>			