Google IT Support
Virtual Open House

Fall 2020
Welcome Remarks

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Faculty:
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Introduction

• What is IT Support
• SJCC Certification Programs
• Google IT Support Specialist
• Courses you need to take to complete the Program
What is IT Support

• Operating Systems
  – Client /Server
  – Windows \ Linux
• Networking
  – IP/TCP
  – Cloud
• Security
  – Cyber Security
• Database
  – SQL
• Storage
  – Cloud vs Local
LAN

Figure 1-13  Three LANs connected by a router
MANs and WANs

Figure 1-14  A WAN connects two LANs in different geographical areas
Implement Subnets

Figure 8-8  One router connecting several LANs, each assigned a subnet
Network Diagram

Figure 2-29  Wiring schematic
LAN vs WAN

Figure 12-1  Differences in scale between LAN and WAN
SJCC Certification Programs

• Certifications
  – Microsoft
  – Cisco CCNA
  – Linux RedHat
  – CompTIA
  – Cyber Security
  – Google IT Support
Google IT Support Specialist

• Course contents
  – Introduction to IT
  – Hardware and Software
  – Operating System
  – Networking
  – Troubleshooting
  – Network and Infrastructure Services
  – Directory Services
Google IT Support Specialist

- Data Recovery & Backups
- Understanding Security Threats
- Cryptology
- Securing Your Networks
- Defense in Depth
- What is System Administration
Classes

- CIS 017D: Microsoft Windows Server Network Infrastructure
- CIS 062A: Introduction to PC Hardware and Diagnostics
- CIS 062B: A+ Core PC Hardware Technology
- CIS 062C: A+ Core PC Operating Systems Technology
- CIS 160: Introduction to Information Systems Security
Class Structure

• Google classes are 5 courses
• Classes must be completed together
• Classes are taken via Coursera (online) and Zoom
• Duration 8 weeks (08/24/2020 - 10/27/2020)
Finances & Scholarships

- Google series scholarships are available for up to 12 students (Coursera costs + SJCC tuition)
- Additional scholarships available (Coursera costs) for additional 10 students
- Complete scholarship application at www.sjcc.edu/home/GoogleIT by Sun, Aug 16 at 11:59 PM
- Applicants will be notified by EOD Tues, Aug 18
- Awardees will be registered into classes on their behalf
- Financial Aid, Jaguar Commitment, etc. are also available to those who qualify
Apprenticeship

• Google has 8 students who will be going through a special apprenticeship
• SJCC apprenticeship is getting approved through the Department of Apprenticeship Standards
• 2000 hours (approximately 1 year)
• Minimum salary with potential raises
• Customized training and regular evaluations by employer
• On form, indicate your interest. We will update you with paperwork and additional information once apprenticeship is approved by the state.
• Interview & hiring process with employer
SJCC Services

- Virtual Library Services, including e-books
- Textbook loan program
- Laptop loan program
- 24-Hour Online Tutoring
- Student Accessibility Services
- Academic & Mental Health Counseling Services

- Food distribution available. Dates: 2nd & 4th Wednesdays each month.
  Time: 10am-12pm
  Location: By parking garage

www.sjcc.edu/current-students
https://www.cccstudentmentalhealth.org/
https://cvc.edu/keeplearning/
Career Education Services

• 3 Designated CE Counselors. Your POC: Julie.Nguyen@sjcc.edu
• Future Skills & Employment Center (virtual services still available)
  – Virtual Job Fair (September 15th 11AM-1PM) (www.sjcc.edu/home/job-fairs)
  – Virtual Mock Interviews (www.sjcc.edu/home/ce-job-resources)
  – “Your Future” Friday workshops (www.sjcc.edu/home/ce-job-resources)
• SJCC Job Board, College Central Network
• FREE LinkedIn Learning (www.sjcc.edu/home/linkedin)
• Career Closet (open once campus opens)
Enrollment Process

• Apply to SJCC if you are not a student
• Complete this form: https://forms.gle/zT99QKbuRsPk9kpU7
• SJCC will enroll you in the appropriate course(s)
• Attend class online via Canvas & Zoom
Questions?

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