PURE MICHIGAN Talent Connect

MICHIGAN TRAINING CONNECT

Program Details : Computer User Support Specialist / Help Desk Technician

Provider Name :	Ascend Skills Michigan
Date of Last Update :	9/14/2026 12:05:00 PM
Provider Primary Area :	Ingham County
Program Locations :	MI Business Office
Provider URL :	http://ascendskillsnow.com/

Program Description :

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This program is designed to help students confidently take their first step into the field of Information Technology, even with no prior experience. It focuses on practical, real-world skills that are used every day to support people with technology and keep organizations running smoothly.

Classes are online, live, and instructor-led, meeting for 90 minutes twice a week, allowing students to learn from home in a supportive and engaging environment. Lessons are clear, hands-on, and paced to help students build confidence as they learn how to troubleshoot common technical issues and assist users professionally.

Graduates are prepared to work in a wide variety of settings and industries, including healthcare, education, business, retail, finance, government, and technology companies. These skills are needed almost everywhere—from small offices to large organizations and remote support teams—giving students flexibility in where they work and how they grow their careers.

Students learn how to support computers, software, and basic networks, respond to help requests, and communicate clearly with users of all technical skill levels. This role provides a strong foundation for continued growth in IT, opening the door to advanced technical roles over time.

Career coaching and job preparation are included throughout the program, along with support from enrollment through employment—so students never have to navigate the journey alone and can feel confident getting started in IT.

Contact Name :	Angella Alverson
Contact Phone Number :	4805996228
Program URL :	https://ascendskillsnow.com
Program Prerequisites :	High School Diploma or Equivalent

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Admission Requirements :	Must be 18 years of age or have parental consent. Must have access to a computer with reliable internet access.
Program Duration (Clock / Contact Hours Per Week) :	10
Program Duration (Weeks) :	12
Credential Earned :	Industry-Recognized Certificate or Certification
Name of Associated Credential :	CompTIA Tech+
Issuer of Associated Credential :	CompTIA
Program Format :	In-person : No Online, E-learning, or Distance Learning : Yes Hybrid or Blended Program : No
Associated Occupation 1 :	15-1232.00 - Computer User Support Specialists
Associated Occupation 2 :	15-1231.00 - Computer Network Support Specialists
Associated Occupation 3 :	Not Available
License Fee for Employment :	No
Estimated Waiting Period to Enter Program :	21 Days
Program Cost :	$5,550.00
Cost of Books and Supplies :	No
Sources of Financial Assistance Accepted :	Individual Training Accounts
Internship/Externship Amount :	No
New Program :	No
Number of Graduates in the last year :	0
Employment Rate - 2nd quarter after exit :	Not Available
Quarterly Median Earnings :	**

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Employment Rate - 4th quarter after exit :	Not Available
Credential Attainment Rate :	Not Available