



TODAY'S TECHNOLOGY.

YOUR FUTURE.

NETWORK & SYSTEMS  
INFRASTRUCTURE

DATA  
ANALYTICS

IT SUPPORT, NETWORKING  
& CYBERSECURITY



## INFORMATION TECHNOLOGY CAREER TRAINING REINVENTED

Our accelerated training format is designed to help students **transition from the classroom into careers**. IT Career Lab blends classroom instruction, online coursework and live practicum in a state-of-the-art lab as part of its pioneering instructional approach. IT Career Lab offers **small class sizes**, a **direct link to the job market** and a **personal laptop computer** for students to keep.

### OUR COMMITMENT

At IT Career Lab, we help talented individuals build **long-term careers** in the information technology industry. Our career coaches and instructors support students from goal development to **goal achievement**.

### CAREER PLACEMENT

From **job training** to **job placement**, IT Career Lab offers it all in one package. Students receive our nationally-recognized Job Readiness Training and connections to **hiring opportunities**.

### HANDS-ON LEARNING

Our students don't just receive technology training – they *experience* it. **In the classroom, online** and in our **state-of-the-art lab**, students build skills and professional qualifications through our blended approach.

# NETWORK & SYSTEMS INFRASTRUCTURE

## MICROSOFT 365 CERTIFIED: ENDPOINT ADMINISTRATOR ASSOCIATE

### » ABOUT

The Microsoft 365 Certified: Endpoint Administrator Associate certification validates your expertise in deploying, configuring, protecting, managing, and monitoring devices and client applications within a Microsoft 365 environment. With a particular focus on Azure Active Directory (Azure AD), you demonstrate proficiency in managing identity, security, access, policies, updates, and applications for endpoints. This certification showcases your ability to implement efficient deployment and management solutions, leverage Azure AD for scalable endpoint implementation, and collaborate with other administrators to strategize and implement a modern workplace approach. By earning this certification, you highlight your marketable skills in Azure AD and endpoint administration.

### OCCUPATIONS

Systems Administrator  
Desktop Administrator  
Cloud Administrator  
Technical Support Specialist  
Systems Analyst

## IT INFRASTRUCTURE LIBRARY FOUNDATION LEVEL CERTIFICATION (ITIL® 4)

### » ABOUT

The ITIL®4 Foundation certification is a globally recognized IT service management certification. It enables candidates to look at IT service management through an end-to-end operation model for the creation, delivery, and continual improvement of tech-enabled products. ITIL® training is offered as part of IT Career Lab's Network & Systems Infrastructure program and is offered together with the associated exam voucher for certification testing.

### OCCUPATIONS

Help Desk Technician  
Help Desk Manager  
Technology Analyst

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## CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

### » ABOUT

The Cisco Certified Network Associate (CCNA) certification program helps network engineers maximize investment in foundational networking knowledge and increase the value of your employer's network.

### OCCUPATIONS

Network Technician  
Network Operations Engineer  
Support Engineer  
Systems Engineer

# DATA ANALYTICS

## MICROSOFT OFFICE SPECIALIST IN MICROSOFT EXCEL

### » ABOUT

The Microsoft Specialist in Microsoft Excel certification validates that students have a fundamental understanding of Excel and the skills to successfully perform operations with formulas and functions, in addition to managing data.

## MICROSOFT OFFICE SPECIALIST ACCESS CERTIFICATION

### » ABOUT

The Microsoft Office Specialist Access certification complements the knowledge students earn within the data analytics training program. The certification itself validates ability to create custom, browser-based database applications including tasks such as query, form, and report creation.

## MICROSOFT CERTIFIED: POWER BI DATA ANALYST ASSOCIATE

### » ABOUT

The Data Analyst Associate certification validates the ability to create and optimize data visualization techniques. It ensures that students: creatively engage with data, configure dashboards, implement artificial intelligence methods when appropriate, and more.

# IT SUPPORT, NETWORKING & CYBERSECURITY

Cisco, in partnership with Certiport, has created the Cisco Certified Support Technician (CCST) certification program.

## CISCO CERTIFIED SUPPORT TECHNICIAN (CCST) IT SUPPORT

### » ABOUT

Cisco Certified Support Technician (CCST) IT Support certification tests an entry-level candidate's foundational knowledge and skills related to IT support tasks, including queue and time management, documentation, troubleshooting, assisting end users, managing computer components, and identifying security threats.

### PROGRAM DURATION

5 weeks

### OCCUPATIONS

IT Support Specialist  
Service Desk Technician

## CISCO CERTIFIED SUPPORT TECHNICIAN (CCST) NETWORKING

### » ABOUT

Cisco Certified Support Technician (CCST) Networking certification validates an individual's skills and knowledge of entry-level networking concepts and topics. The certification demonstrates foundational knowledge and skills needed to show how networks operate, including the devices, media, and protocols that enable network communications. This program certification is also a first step toward achieving the CCNA certification.

### PROGRAM DURATION

5 weeks

### OCCUPATIONS

Network Technician  
Computer Support Technician

## CISCO CERTIFIED SUPPORT TECHNICIAN (CCST) CYBERSECURITY

### » ABOUT

Cisco Certified Support Technician (CCST) Cybersecurity certification validates an individual's expertise in entry-level cybersecurity concepts and subjects, encompassing security principles, network security, endpoint security concepts, vulnerability assessment, risk management, and incident handling. This certification is a vital first step toward achieving the CyberOps Associate certification.


### PROGRAM DURATION

5 weeks

### OCCUPATIONS

NOC Technician  
Security Analyst

## IT CAREER LAB STATS

85% 

PROGRAM COMPLETION RATE

3 OUT OF 4 

PARTICIPANTS EARN  
1 OR MORE CERTIFICATIONS  
UPON COMPLETION OF PROGRAM

\$26.60/HOUR 

AVERAGE STARTING WAGE  
FOR IT CAREER LAB GRADUATES

## INDUSTRY STATS

36% 

GROWTH IS PROJECTED IN  
DEMAND FOR BUSINESS  
INTELLIGENCE ANALYSTS  
BETWEEN 2023 AND 2033  
(SOURCE: BUREAU OF LABOR STATISTICS)

20,800 

NEW OPENINGS FOR  
DATA ANALYST-RELATED JOBS  
ARE EXPECTED ANNUALLY

\$82,640 

NATIONAL MEDIAN SALARY  
FOR DATA ANALYSTS



At IT Career Lab, professionals move at the speed of technology using a unique accelerated approach that offers a globally-recognized, multi-certification curriculum with hands-on training on a live network. As a Cisco Networking Academy and Certified Microsoft Partner, IT Career Lab is always on the cutting edge, with the most current offerings for career pathways in information technology careers. Our certified instructors offer working-world scenarios inside the classroom, optimizing preparation for the work environment. At IT Career Lab we remain steadfast in our commitment to building our future information technology workforce.

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Contact us at [info@ITCareerLab.org](mailto:info@ITCareerLab.org) or visit us at [ITCareerLab.org](http://ITCareerLab.org) for more information.

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**IT Career Lab** | 567 W. Lake Street, Suite 1150 | Chicago, IL 60661  
[ITCareerLab.org](http://ITCareerLab.org) | 855.994.8300 | [info@ITCareerLab.org](mailto:info@ITCareerLab.org)



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