Delivering the Google IT Support Professional Certificate

Google launched the Google IT Support Professional Certificate in January 2018 as an innovative approach to help individuals access middle-skill IT support jobs in the new economy. The Certificate provides students with an industry-driven credential that can complement a range of IT programs and curricula. It consists of 5 courses, which are offered through the Coursera platform. Most learners can complete the certificate in about 8 months by devoting 8-10 hours per week to study.

Google is working with JFF to help community colleges offer the certificate as part of ongoing curricula and credentials, or as a new standalone offering. Community colleges can use the certificate to advance both academic and career outcomes. In addition, community colleges are encouraged to collaborate with their local workforce boards and/or nonprofits in order to reach a broad array of learners and build a more diverse IT talent pipeline. To review a full demo of the Google IT Support Professional Certificate on Coursera for free, contact JFF at jdeegan@jff.org to request access.

Enabling Community College Delivery

After an initial round of implementation in five states, Google is expanding this work to systems and consortia of colleges Participating groups of colleges will receive funding to defray implementation expenses, and Google will cover the Coursera fees for all learners who participate in the pilot. Consortia of colleges can:

- Create new blended courses that include the Certificate
- Integrate Certificate content into existing IT coursework
- Offer the Certificate as a standalone module
- Develop Prior Learning Assessment and other noncredit-to-credit options
- Support competency-based strategies

Colleges will participate in a virtual learning community to support implementation. Their stories and successes may be featured nationally as models for implementing the Google IT Support Professional Certificate by Google and/or JFF. This initiative also offers an opportunity for participating colleges to further explore how they integrate innovative, industry-recognized credentials to support students interested in careers in IT.

Involving Employers to Ensure Market Value

People who complete the full course can choose to share that information with top employers, including Bank of America, Cognizant, GE Digital, H&R Block, Hulu, Infosys, Intel, Kforce, MCPc, PNC Bank, RICOH USA, Smucker's, Sprint, TEKSystems, The Home Depot, UPMC, Veterans United Home Loans, Wyndham Hotels & Resorts, Walmart and their companies: Allswell, Bonobos, Hayneedle, Jet, Modcloth, Moosejaw, Sam's Club, Shoes.com, Store No. 8, Vudu and of course, Google.

About the Certificate

Through a dynamic mix of video lectures, quizzes, and hands-on labs and widgets, the Google IT Support Professional Certificate introduces learners to troubleshooting, customer service, networking, operating systems, system administration, and security. Along the way, participants will hear from Google employees with unique backgrounds and perspectives who started their careers in IT support. Upon completion of the certificate, learners receive a Google IT Support Professional Certificate badge they can display on their LinkedIn profiles.

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