DIGITAL TECHNOLOGY

1 What you are learning

You are beginning to:

✓ Navigate common software applications and basic digital tools.

✓ Follow standard troubleshooting procedures for routine issues.

✓ Understand digital security practices and perform basic system operations.

2 Where to find opportunities for growth

Computer User Support Specialist (Entry Level):
In this role, you help users solve basic computer problems and answer simple technical questions. Working under supervision, you learn to troubleshoot common issues, gradually building your confidence with everyday digital tools.

Desktop Publisher:
In this position, you use computer software to create and format documents, presentations, and other digital content. You become familiar with design tools and multimedia functions, which helps you develop a solid foundation in digital content creation.

Computer, Automated Teller, & Office Machine Repairer:
In this role, you assist in repairing and maintaining office machines such as ATMs and copiers. Working in a structured setting, you learn to diagnose common issues with digital systems, building your skills in technical troubleshooting from the ground up.

3 Try this next

1. **Work on Basic Software Tutorials:**
Begin with guided tutorials that walk you through everyday tasks on popular software applications. This hands-on practice will help you become more familiar with digital tools and improve your troubleshooting skills.

2. **Participate in Entry-Level IT Projects:**
Join small, supervised projects where you can practice resolving common technical issues. By working on real-world tasks, you gradually build problem-solving skills and learn how to apply digital tools effectively.

3. **Attend Introductory Digital Technology Workshops:**
Enroll in beginner-level courses that focus on the fundamentals of digital troubleshooting, system operations, and basic security practices. These workshops provide the essential tools and methods you need to grow your technical abilities.

4. **Practice Simple Troubleshooting Exercises:**
Set aside time to work through straightforward technical challenges, such as fixing minor software glitches or checking system settings. Documenting your process will help you understand where improvements are needed and build your problem-solving confidence.

5. **Request Supportive Feedback from Mentors:**
Regularly ask supervisors or experienced colleagues for constructive feedback on your digital tasks. Their insights can help you pinpoint specific areas for improvement, guiding your gradual progression to more advanced technical skills.