

Nash County Public Schools CTE Students Build Workforce Ready Skills: The CTE Technology Help Desk

The Nash County Public Schools Career and Technical Education (CTE) Department continues to invest and search for high impact returns for assisting students in building lifelong skills in order to be Workforce Ready. One of the most recent successes is a CTE Technology Help Desk at Northern Nash High School. The CTE Technology Help Desk became reality thanks to a close partnership with the North Carolina Business Committee for Education (NCBCE).

Through this partnership the sky has truly been the limit in providing top-notch experiences for students. The Help Desk is

composed of Computer Engineering/IT students who learn technology trouble-shooting skills in their CTE classroom while practicing those skills in a real-world Technology Help Desk Lab. Students involved with the Technology Help Desk Lab are provided a work-based learning experience by being hired as paid interns. The primary role of the CTE Technology Help Desk student interns is troubleshooting and repairing district laptops. Students are given the opportunity to essentially function as if they were in the current workforce. Students are able to process work orders, critically think on how to



properly fix a broken laptop, and interact with peers, school staff, and district staff. Students also build soft skills and use lessons learned in other areas. Mrs. Sharron Barnes (CTE Technology Help Desk Instructor) stated, "The students are able to complete tasks outside of their normal Helpdesk scope as well. They were able to display their final gaming project efforts to district staff during a CTE event in December." Mrs. Barnes went on to say, "The Technology Help Desk opportunity enhances student leadership skills by training new IT students on the functions of the Help Desk."

The Technology Help Desk affords students the opportunity to problem solve, make industry connections, work in teams, learn cutting edge technology troubleshooting techniques, and collaborative skills necessary for success in the workforce today.