



Technology Service Corps Frequently Asked Questions

Putting technology know-how in the hands of Non-Profits

An NPower NY Program

Below is a listing of common questions we receive from individuals interested in applying for the Technology Service Corps program.

Does it cost anything to participate in Technology Service Corps?

The answer is NO. The training is free!* NPower NY covers all training costs associated with Technology Service Corps. Technology Service Corps participants will be responsible for daily meals and transportation.

(*In return for the free training, we ask that graduates make a commitment to work for a nonprofit organization as a paid technology staff person right after they finish the training.)

Do I get paid while I go to Technology Service Corps?

During full-time classroom training and teamwork activities – students are not paid. Once they begin working as interns at their internship sites, they are paid a stipend for their work.

Do I need to attend class every day?

If a candidate is admitted to Technology Service Corps, he or she is required to attend class every day from 9AM to 1 PM (session A) or 2PM-6PM (session B). Hours may differ during their internship cycles. No more than three excused absences are allowed during the entire program. If a student misses more than three days, he or she will be asked to leave the program and will not be readmitted for up to six months. In addition, leaving early and lateness will not be tolerated.

Where does the training take place?

The training will take place at NPower NY's Brooklyn Office located at 4 MetroTech Center, Ground Floor (Gold Street & Myrtle Avenue) in Brooklyn.

How is Technology Service Corps different from other technology training programs?

Technology Service Corps is focused on teaching students how to be an entry-level technician and a great nonprofit staff member. One of TSC's goals is to teach students how nonprofits use technology and how technology can be used to help nonprofits' accomplish their missions more effectively.

Throughout the course students deliver a critical service to the nonprofit community called "Tech Task Force" that enables NYC nonprofits to receive access to low cost technology consulting as well as affordable technology assistance by connecting nonprofits with dedicated technology professionals from TSC, while the students develop "real-world" work experience to add to their resumes.

TSC exposes students to potential opportunities in the nonprofit sector, as well as the private sector, that might be available to them upon completion of the program or further on in their careers through our professional skills training workshops that occur every Wednesday within the first 11-weeks of the program called Workshop Wednesday's. Students also have the opportunity to visit other IT professionals to learn more about Technology Careers within the nonprofit and private sector.

TSC students have an opportunity to study for their Microsoft Certified Technology Specialist and /or Microsoft Office Specialist Certifications as well as have their MCTS and/or MOS certificate within six months of their graduation date.

What will I learn if I attend Technology Service Corps?

Technology Service Corps provides the skills to be junior network administrators. Students learn how to design, manage, and maintain a network at a nonprofit. For example, they learn how to add/delete users from the network, how to troubleshoot computer hardware and connectivity problems, and how to back-up data. Students also learn how to perform other important technology tasks that nonprofits need daily, such as how to maintain and update a website.

Upon completing Technology Service Corps, graduates should be able to receive their certification in computer hardware repair or network administration. We will give graduates information on how to prepare for those tests once they are in the program.

What do my daily activities look like while I am in the program?

Students attend full-time, hands-on classroom training. While they do work with an instructor in the classroom, they will also work closely with peers in the program. These activities give them a chance to apply their technology skills and learn how to work effectively in a team-based setting.

During the program students will work under the supervision of technology staff at a New York City nonprofit on a technology project.

The internship gives them the opportunity to get real-life work experience and apply their technology skills to helping a nonprofit make their community a better place to live. During this part of the program, students will be required to travel throughout New York City.

Can I work while I am in Technology Service Corps?

Technology Service Corps is a part-time program. You are required to be here the full 20 hours a week. There are no restrictions on working at night or on weekends as long as it doesn't interfere with your performance in the program.

Do I need a computer at home?

Students do not need a computer at home to participate in Technology Service Corps. They will have access to a computer at NPower NY. If they want to do additional computer-based work at night or on the weekends and they do not have a computer at home, we can provide a list of the community technology centers located throughout the city where they can access computers for free or at low-costs.

When does the next term start and when are applications due?

We run three cycles per year:

Spring Session: Classes Begin: February	Application Deadline: January
Summer Session: Classes Begin: June	Application Deadline: May
Fall Session: Classes Begin: October	Application Deadline: September

Deadline Extensions are available on a case by case basis

After I graduate from Technology Service Corps, what types of nonprofit jobs will I be eligible for and how much will I earn?

After graduating from Technology Service Corps, graduates will be qualified to work in the technology department of a large organization, helping to maintain its network. Graduates could also work at a smaller community-based organization and work both on its internal network and in its computer lab.

Graduates of the Technology Service Corps program receive job placement assistance. Every nonprofit is set up differently, so job titles will vary. Also, while graduates are working, they can continue to return to NPower NY for additional technology training, which can help improve their skills and provide new ones.

As far as salary is concerned, each nonprofit organization has its own pay scale. On average, the pay for TSC graduates range is between \$20,000 and \$30,000 thousand dollars a year. Please be aware that all graduates are required to be actively engaged in the job search process to receive job placement services.