



National Occupational Framework: IT Generalist

IT generalists provide a variety of IT support functions within an organization or IT department. They set up and upgrade software, create and manage networks, troubleshoot user problems, and perform routine maintenance and inspections. They also maintain IT equipment, ensure IT infrastructure security, and uphold policies on data use and security.

IT Generalist
National Occupational Framework
<https://urban.is/4lQh0Xy>



Apprenticeship: A Solution for Recruiting and Training IT Generalists

Apprenticeship programs combine learning on the job and in the classroom to train workers in the exact skills needed by employers. IT generalists work across industry sectors, and they have a versatile skill set and the ability to play a variety of roles depending on the needs of their workplace. Apprenticeships enable workers to develop the IT knowledge and customer service and problem-solving skills needed to enter and succeed in this important and growing occupation.



Apprenticeship Benefits:

90%
employment retention for apprentices

86%
of employers with programs recommend apprenticeship

\$1.44
return on investment for every dollar spent

WHAT'S INCLUDED IN A NATIONAL OCCUPATIONAL FRAMEWORK?

- background information to help you learn more about the occupation
- comprehensive list of the competencies apprentices need to do the job
- building blocks of information for employers developing a registered apprenticeship program

Questions? Visit the National Apprenticeship Resource Hub at apprenticeships.urban.org or contact the Urban Institute at apprenticeship@urban.org.



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