



4100 West Ann Lurie Place
Chicago, IL 60632-3920
773-247-FOOD
chicagosfoodbank.org
BancoDeAlimentosChicago.org

Apprentice Title: IT Support Apprentice
Department: Information Technology
Mentor Title: Director of IT Support

GENERAL DESCRIPTION:

The Greater Chicago Food Depository is seeking apprentices to support our mission work to end hunger in Cook County. The Food Depository is a part of the Feeding America network, which is the largest domestic hunger-relief organization in the United States.

The IT Support Apprentice will play a key role in assisting the Information Technology team by supporting day-to-day operations that ensure the technological needs of the organization are met. Working under the mentorship of the Director of IT Support and the IT team, the apprentice will contribute to departmental goals by providing technical assistance to staff across office spaces, a meal-prep kitchen, and an operations warehouse. Through hands-on, project-based learning and guided supervision, the apprentice will gain valuable experience troubleshooting and maintaining a Windows environment, managing and supporting our staff's daily activities, and collaborating with the IT Team as we support the Food Depository's mission. The role is designed to help the apprentice develop foundational professional skills, technical knowledge, and practical experience necessary for a successful career in IT, while actively contributing to the smooth functioning and mission-driven work of the non-profit team.

- **Skills Earned:** Technical troubleshooting, customer service, problem-solving, teamwork, and communication.
- **Knowledge Acquired:** Windows operating systems, printer setup and maintenance, networking concepts (wired and wireless), and basic IT security practices.
- **Professional Experience Gained:** Supporting diverse work environments (office, kitchen, warehouse), collaborating with cross-functional teams, and providing IT support for community-focused operations.

QUALIFICATIONS

Academic Requirements

Candidates must be continuously enrolled at City Colleges and maintain good academic standing, with a minimum GPA of 2.5 throughout the duration of the apprenticeship. Candidates must also have no less than 30 credits by the end of Spring 2026 with the goal to complete an Associate's Degree by the end of the Spring 2027 semester.

Field of Study and Skills

Applicants should currently be working toward a career in **Computer Science, Information Technology, Cyber Security, or a related discipline**. A strong understanding of computer hardware and software fundamentals is expected, along with basic knowledge of networking concepts. The ability to work both independently and collaboratively as part of a team is important for success in this role. Candidates should develop their problem-solving and troubleshooting abilities. Efficient communication and interpersonal skills are also being cultivated. Candidates should bring a strong eagerness to learn and maintain a positive attitude throughout the apprenticeship experience.



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Preferred Qualifications

- Progress towards, or completion of, CompTIA A+ or other relevant certifications.
- Familiarity with scripting languages, such as PowerShell or Python.
- Experience working with virtualization technologies.

KEY RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

Responsibility	Accountability	Outcome
Provide efficient and effective first-level technical support	Respond promptly to end-user issues via phone, email, and in-person interactions	High user satisfaction and reduced downtime, supporting a reliable IT service
Troubleshoot and resolve technical issues	Diagnose and fix problems with software, hardware, laptops, and mobile devices	Maximized system uptime and productivity for end-users
Assist with user onboarding and offboarding	Manage user accounts, reset passwords, and adjust access permissions for new and departing staff	Smooth transitions, enhanced data security, and positive employee experiences
Proactively identify and escalate issues	Recognize problems and escalate to senior IT staff, MSP, or vendor support	Timely resolution of critical issues, minimal disruption to business operations
Assist with cyber security risk reduction	Aid with cybersecurity training and assist with remediating detected vulnerabilities.	Improved security posture and reduced vulnerabilities in the IT environment
Manage an IT project	Lead and assist with IT projects using established methodology, review progress with IT leadership	Project achieves intended business outcomes and aligns with organizational goals
Empower end-users through knowledge sharing	Provide basic training and guidance on IT systems and applications. Create & maintain updated knowledge-based documents	Increased user self-sufficiency, fewer support requests, and a culture of technology proficiency
Maintain accurate IT inventory and documentation	Keep records of hardware and software assets up to date	Effective asset management, license compliance, and improved planning for future needs

EXPOSURE:

Availability and Commitment

Apprentice must be available to work a minimum of 20 hours per week during school semesters. Shifts should be at least 4 consecutive hours each, scheduled within operating hours of Monday through Friday, 8:30 AM to 5:00 PM. The **apprenticeship will be in-person, with the opportunity to have one day remote per week after 90 days of proven work performance.** Apprentices approved for hybrid remote work must perform the majority of the work in-person (60% or more). The role follows a hybrid model, requiring **four days in person and one day remote per week.** More than 20 hours per week may be accommodated, especially during school breaks, with an approved request in advance.



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EXPOSURE (Continued):

Work Environment

Apprentice will primarily operate within an office setting but will also gain experience in a warehouse and commercial kitchen environment. This diverse exposure provides valuable insight into various workplace conditions and organizational operations.

Training and Support

Apprentices will receive comprehensive training and support from both the organization's staff. The apprenticeship includes hands-on experience with modern operating systems, hardware, and software. Additionally, apprentices will be responsible for providing end-user support across multiple departments, addressing a range of scenarios.

COMPENSATION:

\$21/ hour apprenticeship wage

BENEFITS:

Professional development throughout the apprenticeship such as Financial Health, Digital Literacy, Advocacy, Networking, etc.

Onsite wellness center with ample, advanced fitness equipment

\$5 daily credit to Foda lunch provider; Foda is an on-site, pop-up food vendor at the Food Depository Monday through Thursday each week with rotating vendors and menu offerings

HOW TO APPLY:

1. **Review** this job description
2. **Submit** your resume and cover letter in the form below
 - Your resume should outline your:
 - Education
 - Work experience (including part-time roles, internships, or relevant coursework)
 - Skills and certifications (if applicable)
 - Your cover letter should address:
 - Understanding and alignment with our mission
 - Desired professional learning goals for the apprenticeship
 - Strengths and curiosity that you will bring to the team
 - Education and career goals upon completion of your associate's degree