

A Day in the Life of a Hardware Apprentice

Hello,

Thank you for your interest in becoming a Hardware Apprentice at Computer Corner. We know the market is competitive, so we want to give you a real sense of what this role looks like day-to-day.

As a Hardware Apprentice, your work blends three main areas:

- Preparing and configuring new systems for deployment
- Installing and supporting hardware at client sites
- Learning and growing through the CNM Tech Support Specialist Apprenticeship

It's our goal to make technology work smoothly for our clients — from the very first power-on.

YOUR #1 RESPONSIBILITY

At the start, your #1 responsibility is to **prep and deploy systems correctly the first time**. You'll unbox, configure, test, and deliver workstations and laptops that are ready for immediate use by the end user.

As you progress through the apprenticeship, you'll take on more complex repairs, advanced hardware builds, and more complex troubleshooting. In other words, you'll go from learning the basics of setup to becoming a trusted technician who can handle tougher challenges and choose a path toward either hardware specialization or IT support.

What a Typical Day Looks Like

Morning Kickoff: You start by checking your schedule in ConnectWise. Maybe you have two desktops to configure for a client and a laptop repair that came in yesterday. Your bench is your base—you unbox, inventory, and run through the configuration checklist, installing OS, updates, and security tools, making sure each system passes functional tests.

Midday Deployment: After lunch, you head out in the van to deliver a workstation. On-site, you connect monitors and peripherals, log the user in, help them connect to the web, and make sure email and files open without a hitch. You wrap up by walking through a quick checklist with the client so everyone's confident the system is good to go.

Afternoon Repairs: Back at the shop, you swap out a failed hard drive, replace a laptop battery, or troubleshoot why a PC won't boot. Every step gets documented in the ticket, so the next tech knows

what was done. You also keep your workbench tidy and stocked because when things get busy, that organization matters.

End of Day Wrap-Up: Before heading out, you might knock out a few Tier 1 tickets; password resets, onboarding a new user, or responding to antivirus alerts. You make sure all your tickets are updated and check your schedule for tomorrow so you're ready to hit the ground running.

HOW YOU'LL MEASURE SUCCESS

In the beginning, success means following the checklist, passing all functional tests, and delivering systems on time. You'll be measured by how well-prepped your deployments are, how quickly you turn around repairs, and how clear your documentation is.

As you grow through the apprenticeship, success starts to look different. It's not just about the systems you set up, but the additional responsibilities you take on, whether that's completing more complex hardware repairs, or supporting the MSP side with security and IT tasks. Success becomes choosing a career path, applying your education on the job, and growing into a trusted technician at Computer Corner.

OUR CORE VALUES

We live and breathe three values that set us apart:

- **Team Focused:** We jump in to help each other, solve problems together, and celebrate wins as a group.
- **Heart of a Teacher:** We teach and are teachable. Kindness, patience, and knowledge-sharing are part of every interaction.
- **Extreme Ownership:** We own our work, seek excellence, and do the right thing — no shortcuts.

THE BIG PICTURE

This isn't just another entry-level tech job. You'll be learning through a **paid apprenticeship program**, applying skills in real time, and building a career path with two directions:

- Grow into a **Hardware Specialist**, handling advanced repairs, custom PC builds, and complex deployments.



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- Progress into the **MSP/IT Support track**, moving up to higher-tier roles focused on IT support, networking, and cybersecurity.

Either way, you'll walk away with **mentorship, applied experience, and career skills** that set you up for the future right here at Computer Corner.

We'd love to have you on the team.

— The Computer Corner Leadership Team