



Fundamentals of Voice and Data Cabling (FVDC) Alignment to Standardized Job Clusters

The FVDC course provides a strong foundation that can be applied to a wide variety of careers in many industries. Various associations and corporations have standardized IT industry job clusters, which we have aligned to competencies gained through the FVDC curriculum. After a student successfully completes this course they should have the skills needed to qualify for the following job cluster:

Hardware Installation Coordinator Entry Level

Focuses on implementation of network connectivity at client locations. Assists with problem identification and resolution. Works under limited supervision.

Cabling Installation Technician Entry Level

Assists experienced installer in pre-installation, cable pulling, installation trim and finish, and documentation. Works under supervision.

Telecommunications Technician Entry Level

Assists experienced telecommunications technicians in executing physical aspects of Moves, Adds, and Changes, including work area outlet repair and labeling, within the wiring plant of a business or campus. Assists with documentation. Works under limited supervision.

The career options listed below are ideal for students that have completed the FVDC course in conjunction with the IT Essentials I course.

Internet Network Specialist Entry Level

Assists with defining network architecture, identifying infrastructure components and monitoring network performance. Assists with the design and management of enterprise TCP/IP networks. Works under direct supervision. Reports to a manager.

Customer Service Technician Entry Level

Dedicated to customer satisfaction on-site or in-house. Assists with computer projects involving service, repair and installation. Suggests the use of products and services. Basic knowledge in the identification, prioritization and resolution of computer issues. Prepares reports on work performed. Uses problem management databases. Assists with problem resolution and change management processes. May work in a call center environment. Works under general supervision. Reports to a manager.

Field Support Technician Entry Level

Responsible for repair, installation and maintenance of personal computer hardware and peripherals at customer locations. Demands a strong emphasis on customer satisfaction. Works on assignments within policies and procedures. Works primarily in teams with higher level technicians. Reports to a manager.

Service Center Technician Entry Level

Responsible for the installation, repair and maintenance of personal computer hardware equipment and peripherals. Works on assignments that are routine in nature, following policies and procedures, where limited judgment is required in resolving problems and making recommendations. Works under general supervision. Reports to a manager.