

# DIGITAL OPPORTUNITIES TO CONNECT KANSANS

## PUBLIC PROPOSALS- SECOND ROUND



**Application Title:** SnapIT Solutions - Information Technology Career Pathway Workshop

**Organization Name:** SnapIT Solutions LLC

### Project Executive Summary

#### Goals of the proposed project:

SnapIT Solutions® aims to establish a comprehensive INFORMATION TECHNOLOGY CAREER PATHWAY WORKSHOP that creates accessible pathways into technology careers for Kansas residents, particularly in economically distressed areas. The program combines the SPRNT® Tech Assessment platform with extensive career awareness workshops to develop essential digital literacy skills and prepare participants for entry-level technical support and customer service roles.

Through the detailed training modules, the program focuses on emerging opportunities in broadband and telecommunications support sectors while providing hands-on experience with technology fundamentals.

Key program goals include:

- Delivering technology career landscape awareness,
- Essential skills development
- Digital literacy foundations, and
- Personalized tech career planning.

The workshops will cover critical areas such as customer service fundamentals, basic technical troubleshooting, communication best practices, problem-solving methodologies, and digital service support skills. Additionally, the program aims to provide each participant with a comprehensive career fit evaluation through the SPRNT® Tech Assessment platform, resulting in personalized assessment reports, Career Fit digital badge certification, and specific career pathway recommendations. By integrating practical training with career guidance, our program seeks to establish a sustainable pipeline of skilled workers ready to support Kansas's growing technology infrastructure.

#### Needs addressed by the proposed project:

The program addresses three critical and interconnected challenges facing Kansas communities:

Digital Literacy Gap:

- Limited access to technology training in economically distressed areas creates a significant barrier to workforce participation
- Growing demand for digital support skills, particularly in expanding sectors like broadband services, remains unmet
- Practical, hands-on technology experience is lacking in many communities
- There is an urgent need for trained customer service professionals to support Kansas's expanding digital infrastructure
- Significant barriers to entry for technology careers persist in underserved areas

Workforce Development Challenges:

- Absence of clear pathways into technology careers hinders career transitions
- Limited awareness of entry-level technology opportunities prevents workforce participation

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- Increasing demand for technical support roles in broadband and telecommunications sectors creates a skills gap
- Disconnect between interest in tech careers and required skills needs addressing
- Guidance for career exploration and assessment is insufficient
- Alignment with Kansas's broadband expansion initiatives requires targeted workforce development

### Economic Development Barriers:

- Rural areas lack access to technology career guidance and opportunities
- Local talent remains underutilized in technology roles
- Growing tech sectors need qualified workers
- Support for technology career transitions is inadequate
- Opportunities to support statewide digital infrastructure initiatives require skilled workforce
- Economic growth potential is limited by workforce readiness gaps

### Service partners involved in the proposed project:

Kansas Workforce One

Kansas Workforce Partnership

### Community and/or stakeholders involved in the proposed project:

- LaStema Org
- DeBruce Foundation
- GreatJobs KC

### Intended impact of the proposed project:

Our INFORMATION TECHNOLOGY CAREER PATHWAY WORKSHOP aims to create transformative change in Kansas's workforce and economic landscape through multiple targeted impacts:

#### Workforce Development:

- Creating clear, accessible pathways for residents to enter technology careers through practical training and comprehensive assessment
- Developing a skilled workforce specifically equipped to support Kansas's expanding digital infrastructure, particularly in broadband services
- Enabling successful career transitions into growing technology sectors through structured guidance and support
- Building a pipeline of qualified technical support professionals ready to meet industry demands

#### Skills and Education:

- Bridging the digital literacy gap in economically distressed areas through hands-on training and practical experience
- Providing participants with industry-recognized credentials through SPRNT® Tech Assessment certification
- Developing essential customer service and technical troubleshooting capabilities

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- Establishing strong foundational knowledge in computer systems, networks, and digital communication

### Economic Development:

- Supporting local economic development by preparing residents for in-demand technical support roles
- Aligning workforce development initiatives with statewide broadband expansion efforts
- Reducing barriers to entry for technology careers in underserved communities
- Creating sustainable economic opportunities through career advancement pathways

### Long-term Community Benefits:

- Increasing digital literacy and technical capability across Kansas communities
- Strengthening local talent pools for technology sector growth
- Supporting the expansion of digital infrastructure through skilled workforce development
- Creating sustainable economic growth through workforce readiness and career development

### **Total amount requested in DOCK 2.0 funding:**

\$242,500.00 USD