Ready to build a technical career?

Let Cisco lead the way

The Cisco CX Apprenticeship Programs make up a talent development pipeline for non-traditional candidates interested in developing their networking skills and becoming eligible to interview for the highly technical, customer-facing role of a Technical Consulting Engineer (TCE) within Cisco's Customer Experience (CX) organization. The one-year experience is made up of two programs: Apprenticeship Prep Program and TCE Apprenticeship.

Apprenticeship Prep Program

This unpaid, remote program is self-paced and flexible to accommodate busy schedules. Program requirements are intended to prepare candidates to interview for the role of TCE Apprenticeship.

Eligibility Requirements

- Currently enrolled in Cisco Certified Network Associate (CCNA) coursework at a registered Cisco Networking Academy (NetAcad)
  - **OR** have a CCNA certification that will be valid through the Apprenticeship dates
  - **OR** be willing to complete a Cisco-led NetAcad course
- Analytical and strong technical problem-solving skills
- Resourceful; take initiative; strong troubleshooting methodology
- Passionate about networking, IT, computer science, or other technical field; and knowledge of adjacent technologies
- Able to multi-task, work in a dynamic team environment, and independently
- Fluent in English (verbal and written)
- Able to live and work legally in the country for which you are applying (USA) without visa support or sponsorship

Curriculum Highlights

- Develop foundational networking skills via external or Cisco-led NetAcad courses
- Learn about the Technical Consulting Engineer role and Cisco
- Engage with seasoned engineers and managers
- Receive coaching in preparation for Apprenticeship interview
- Achieve Cisco CCNA certification
- Receive invitation to interview with Cisco Emerging Talent recruitment team for TCE Apprentice Program

TCE Apprenticeship

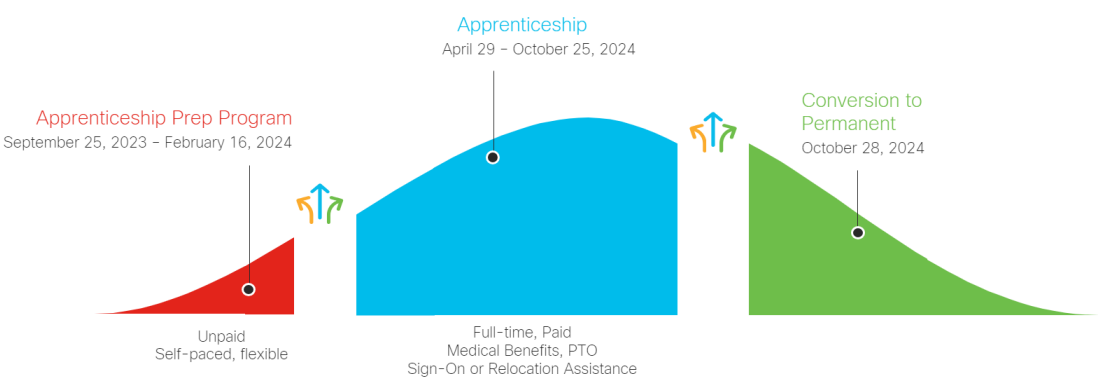
Full-time Apprenticeship comes with competitive salary, medical benefits, and relocation assistance.

Eligibility Requirements

- Have an active Cisco Certified Networking Associate (CCNA) certification for the duration of the Apprenticeship
- Successfully complete all elements of the Apprenticeship Prep Program
- Demonstrate continuous and self-guided learning in a technology field
- Able to work full-time (40 hrs/week) for 6 months during the advertised apprenticeship dates
- Able to work remotely or relocate to either Raleigh, NC or Richardson, TX (candidate choice, relocation assistance available)
- Able to live and work legally in the country for which you are applying (USA), without visa support or sponsorship

Role Overview

- Work full-time (40hrs/week) for 6 months in the role of a Technical Consulting Engineer
- Develop deep technical knowledge in a Cisco product or technology
- Engage with customers to understand their most complex technical problems
- Research customer issues and deliver technical solutions
- Craft technical documents to build Cisco's intellectual property and knowledge base
- Receive coaching, mentorship, and resources in pursuit of additional certifications



To receive program and recruitment notifications, please sign up for our distribution list using the link below or the QR Code. For additional information, please email: ctip-program@cisco.com https://tinyurl.com/CTIPInterestList

V6/16/23

PROGRAM TIMELINE

	Spring Apprenticeship	Fall Apprenticeship
Recruitment Information Sessions	July 10 – August 7, 2023	January 8 – February 5, 2024
Application Window Closes	August 11, 2023	February 9, 2024
Lab Assignment Invite & Submission	August 18 – 25, 2023	February 16 – 23, 2024
Cohort Acceptances Communicated	August 31, 2023	March 4, 2024
Apprenticeship Prep Program Begins	September 25, 2023	March 25, 2024
Deadline to Obtain CCNA	February 16, 2024	August 16, 2024
Apprenticeship Application & Interview	February 19 – March 15, 2024	August 19 – September 13, 2024
Apprenticeship Start	April 29, 2024	October 28, 2024
Apprenticeship End	October 25, 2024	April 25, 2025

Dates are established July of each year and subject to change.

INFORMATION SESSIONS

This is a very unique program and, as such, we strongly encourage interested candidates to attend an information session. The details for our upcoming series of information sessions are below:

Date	Time (ET)	Calendar Link	Meeting PW
Thurs, July 13	12 – 1PM	Link	jEYspyS5s22
Wed, July 19	6 – 7PM	Link	pfH483C7fWY
Wed, July 26	1 – 2PM	Link	QHjAAwFF335
Thurs, August 3	4:30 – 5:30PM	Link	M6DuHhdkq54

Can't attend a live session? Watch this recording for an in-depth overview! PW: 8rNH3hHS

FREQUENTLY ASKED QUESTIONS

Can you describe this program?

The Cisco CX Apprenticeship Programs make up a talent development pipeline for non-traditional candidates interested in developing their networking skills and becoming eligible to interview for the highly technical, customer-facing role of a Technical Consulting Engineer (TCE) within Cisco's Customer Experience (CX) organization. The one-year experience is made up of two programs: Apprenticeship Prep Program and TCE Apprenticeship.

Apprenticeship Prep Program: This six-month program blends CCNA coursework and knowledge application with a workshop series comprised of personal, professional, and technical development topics. Participation in this program culminates with the candidate receiving their CCNA, a requirement to interview for the TCE Apprenticeship. Apprenticeship Prep Program is unpaid, mostly self-paced, and designed with flexibility in mind.

TCE Apprenticeship: This six-month program is a full-time, paid Apprenticeship in the role of a Technical Consulting Engineer. Apprentices will continue to develop their technical networking skills, engage with customers to resolve technical problems, and receive mentorship from seasoned engineers. Successful completion of the Apprenticeship is intended to convert into a permanent offer.

What role does this program lead to?
The Technical Consulting Engineer focuses on ensuring our customers are able to fully utilize their Cisco products and services by addressing technical issues and preventing costly down time. In this best-in-class support role, you will:

•Troubleshoot and resolve complex technical issues in network services
•Create digitized intellectual capital to build Cisco's technical knowledge base
•Engage with a wide, diverse customer base to help them get the most from their technology

*While many apprentices obtain full-time roles, participation in the apprenticeship program does not guarantee an offer of employment will be extended. Employment offers are based on business need and candidate qualifications.

How frequently does this program run?
We run two cohorts per year according to the timeline on page 2. Exact dates will vary and be communicated during each recruiting cycle.

Is there any flexibility to program dates and deadlines?
To ensure all candidates have the same experience, we set and stick to the program dates advertised. Candidates who receive an Apprenticeship offer must be able to start full-time on the date identified.

I don't have a strong technical background. Is that okay?
Yes! While some technical experience is desired, it's not required. Many of our candidates do not have a formal technical background but have strong analytical and problem-solving skills and the aptitude to learn and enjoy highly technical concepts, applications, and work. The Apprenticeship Prep Program will provide you the networking fundamentals and the Apprenticeship will provide the hands-on immersive experience.

Is the program paid?
The Apprenticeship Prep Program is unpaid. It is self-paced and flexible to accommodate busy schedules as many work full-time while participating in this program. The Apprenticeship Prep Program may be Skillbridge eligible. The Apprenticeship is full-time and comes with competitive pay, paid time off, basic medical benefits, and housing/relocation assistance, if needed.

APPRENTICESHIP PREP PROGRAM FAQs

What exactly will I be doing in the Apprenticeship Prep Program?
Candidates will develop broadly applicable networking skills via coursework at a registered Cisco NetAcad or a CXA-led NetAcad. In addition to building up your technical knowledge, you will:

- Complete lab assignments to strengthen your ability to apply your new technical knowledge
- Complete a weekly check-in
- Attend a workshop series comprised of technical, personal, and professional development sessions providing exposure to the TCE role, Cisco executives, and resources to help you prepare for an Apprenticeship interview. Examples of session topics include:
    - Time with a TCE
    - Meet the Managers
    - Keys to Effective Technical Communication
    - Best Practices in Resume Design & Interview Preparation
    - Cisco Culture
    - Technical, topic-specific workshops aligned to curriculum
    - Best Practices in Certification Test Prep

What is the time commitment for the Apprenticeship Prep Program?
Individual time will vary depending on whether you have your CCNA, the course schedule for your selected NetAcad, and how quickly you learn complex technical material. We recommend starting with 20 hours/wk of coursework and self-study, which you can adjust as needed.

In what format is this program delivered?
The Apprenticeship Prep Program is a remote, self-paced program designed with flexibility in mind for busy people. While there is a week-by-week curriculum, most elements can be completed at a time that works best for you. Many participants work full time and coordinate the program requirements and recommended study time around their jobs and family obligations.

What NetAcad options do I have available to me for the CCNA fundamentals?
Participants are able to choose between a verified NetAcad or complete the CXA-led NetAcad series. External NetAcads are normally listed as certificate programs at a community college. Each NetAcad manages their own course schedule, offerings, and associated fees. It is your responsibility to ensure the curriculum aligns with CCNA networking fundamentals and to cover any associated fees. If you're in the Raleigh-Durham, NC area, check out Wake Tech and if you're in the Dallas, TX area, check out Collin College.

Tell me more about the CXA NetAcad option!
If you don't find an external NetAcad that can accommodate your schedule or our program deadlines or are looking for a more cost-effective option; you may choose to attend the CXA-led NetAcad courses. This NetAcad is free, self-paced according to a course syllabus, and completed remotely. You'll be able to choose this option at the time of registration.

I'm already enrolled in CCNA-aligned courses at a local NetAcad. What are my requirements?
Those taking courses at a verified NetAcad will be asked to upload their course schedule and transcripts. If the coursework is aligned to the CCNA fundamentals we require, participants will not take the CXA-led NetAcad but will be expected to fulfill all other requirements to be eligible for the Apprenticeship.

What resources are provided to Apprenticeship Prep Program candidates?
We will provide all participants with study resources and access to a program platform. Those who meet the requirements as they progress through the program will be eligible for additional exam preparation resources and vouchers.

Can I participate in Apprenticeship Prep Program if I don't plan to apply for the Apprenticeship or desire to be a Technical Consulting Engineer?
The purpose of the program is tied directly to the Technical Consulting Engineer role and that the next step in this career path is the Apprenticeship. This program will not provide an opportunity to pivot into a different role, team, or organization. Apprentices who convert into permanent employees will be expected to remain in their role for one year before seeking an internal move.

After completing the Apprenticeship Prep Program, am I guaranteed a spot in the Apprenticeship?
The program does not guarantee an acceptance into the Apprenticeship Prep Program, an offer for the Apprenticeship, or conversion to a permanent employee following the Apprenticeship. We encourage candidates to consider this experience as a prolonged, two-way interview process. That said, we do our best to forecast our business needs accurately so that we may offer these opportunities to those who meet the eligibility criteria.

APPRENTICESHIP FAQs

What will I be doing during the Apprenticeship?
As a Technical Consulting Engineer Apprentice, you'll get six-months of hands-on experience working directly with Cisco's customers by supporting one of our advanced technologies. You will:
- Develop deep technical knowledge in a Cisco product or technology
- Engage with customers to understand their most complex technical problems
- Research customer issues and deliver technical solutions
- Craft technical documents to build Cisco's intellectual property and knowledge base
- Automate the process of finding and fixing common problems in Cisco's products

As a Technical Consulting Engineer Apprentice, you will work in one of our technology architectures: Collaboration, Data Center, Enterprise Networking, Security, or Service Provider. Not only will you perform the job of a full-time Technical Consulting Engineer while working as an Apprentice, but you'll also receive technical development and support in your pursuit of additional certifications.

What is the time commitment for the Apprenticeship?
The apprenticeship is a 6-month, full time (40 hours/wk) paid position. Your working hours will be 8:00 am – 5:00 pm Eastern Time and therefore may be different from normal business hours at your location.

Is this a remote or on-site role?
As a Technical Consulting Engineer Apprentice, you will have the choice to work from any permanent location in the United States or relocate temporarily, with our assistance, to work from our Research Triangle Park, North Carolina or Richardson, TX offices.

If you choose to work remotely from your permanent location, you will be required to have home internet service of sufficient speed and reliability to maintain acceptable voice / video quality on high-definition video calls.

What is the typical compensation for an Apprenticeship?
Apprentices will be compensated at a competitive hourly rate that is dependent on work location. Compensation is subject to change until an official offer letter is received.

What benefits will I be eligible for while participating in the Apprenticeship?
Apprentices are eligible for medical benefits (does not include vision/dental) and paid time off. Continued professional and skill development, including certification attempts, will also be part of the Apprenticeship experience.

APPLICATION INFORMATION

What is the application process for the Apprenticeship Prep Program?
Our process follows the timeline on page 2 of this guide and includes:

- **Attend an info session first!** This full program overview will help you determine whether it's a good fit before you begin the application process. *The link to apply will be distributed at the end of each info session.*
- Online application including 1-2 short essay questions and resume upload
- Individuals who have a CCNA and/or are enrolled in NetAcad coursework will be asked to submit documents at this time
- Candidates who meet our eligibility criteria will be asked to complete PART TWO of the application process: a Packet Tracer lab activity. We will provide everything necessary for successful completion of the activity on your personal laptop as well as sufficient time.
- Final selection of individuals accepted into the cohort are made shortly after the deadline for the lab activity. The number of people accepted into the cohort varies and is determined by business need.

How do I apply for the actual Apprenticeship?
Candidates who complete the Apprenticeship Prep Program and meet eligibility requirements will be invited to apply for the Apprenticeship. These details will be provided by your program manager.

This timeline doesn't work for me but I'd like to stay in touch. How do I get updates for future cohorts?
To receive program and recruitment notifications, please sign up for our distribution list using the link below or the QR Code. Please note that signing up for the interest list to receive notifications is NOT the same as applying for a program. If the QR code does not work for you, visit: https://tinyurl.com/CTIPInterestList