Stepping into the future

Dell Student TechCrew gives
students a leg-up in the job market.

In Wilson County, Tennessee, school district students are finding more career opportunities in technology thanks to Dell's Student TechCrew program.

"I can tell you about pretty much all of them and what they're doing," says Lucas Miller, a high school STEM teacher from the district and Student TechCrew facilitator.

Though he doesn't work with every student spread across the county's five high schools, it's still not an easy task to follow up with each of them, given the number of students he has worked with.

Miller is one of the district's educators implementing TechCrew, which prepares teenagers for secondary education and post-graduation employment through Career and Technical Education (CTE). As part of the
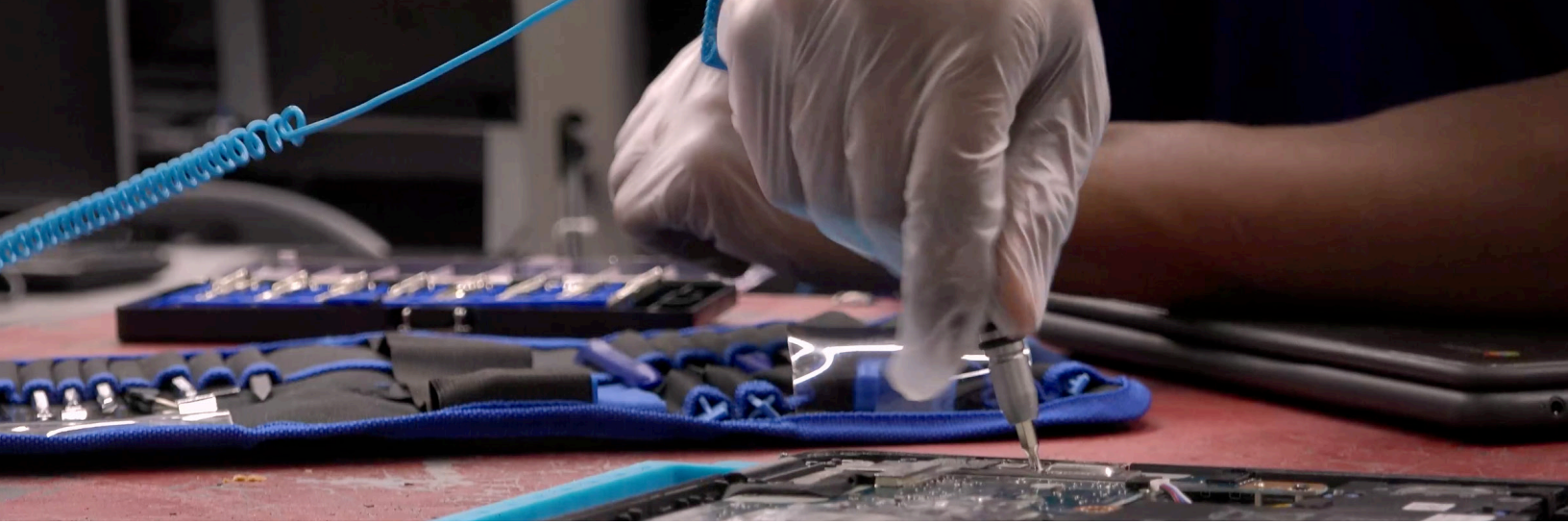

TechCrew curriculum, students are taught the career skills essential for communication and collaboration, which are highly sought after in every job market, and the technical skills needed for computer and device repair.

"Communication skills are important," says Nina Williams, Digital Learning Coordinator at Wilson County Schools. "Not enough students have them because they're growing up with [phones and gaming] devices in front of them. They aren't learning how to read body language."

That's where Williams sees the important value in TechCrew. There, students can combine their familiarity with smart devices and apply it to learning technical skills while also gaining communication and customer service experience interacting with their peers at a student-led help desk. In the process, students learn about the roles and functions of a work environment, which sets them up for success when starting a career.

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A TechCrew classroom, like Miller's, is set up similar to a tech repair shop. There, students replace motherboards, LCD screens, and run BIOS to root out unwanted malware as peers fill the role of team leads and Miller acts as manager.

"Students learn how to function in a team," says Miller. "Which makes them hirable."

Since 2020, the district has seen many of its students receive industry certifications through TechCrew, and thousands of device repairs logged.

This success gives the county's students a competitive edge when entering the job market, many of which are coming in at the technician level. That's good news for employers as they'll spend less time training and on-boarding a TechCrew graduate.

The program is inspiring schools to help their students find the same success.

"Wilson County Schools is trying to bring skill development, like the kind in TechCrew to other courses," says Williams.

Doing so would give more students outside the tech space the chance to acquire the tools they need to start on their own career paths.

Located approximately 30 minutes east of Nashville, Wilson County Schools was one of the first districts in the country to adopt TechCrew. Doing so has allowed them to set a precedent in preparing students for the future. Not just because it helped schools streamline their IT repair, but it gave students something just as important as a diploma—a sense of purpose and possibility.

That's an achievement any school district can be proud of.

To learn more about Dell Student TechCrew and participate, visit studenttechcrew.com or scan the QR code with your device.

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