Corporate and Continuing Education

REACH IT Initiative

HIT Technical/Software Support Staff

General Description
Workers in this role will support on an ongoing basis the technology deployed in clinical and public health settings and maintain systems in clinical and public health settings, including patching and upgrading of software. They also provide one-on-one support in a traditional "help desk" model, to individual users with questions or problems.

Possible Job Titles
- Help desk support specialist/technician
- HIT programmer/analyst
- HIT technical consultant
- HIT second-level support
- HIT lead desktop support technician

Preferred Skills & Experience
- Individuals training for this role will have a general background in information technology (IT) or health information management. Previous technical knowledge involving network security or other advanced IT concepts and processes preferred.
- Good communication skills including workplace interaction and communicating complex information.
- Strong ability to adapt to changing conditions as well as to diagnose and solve technical and workflow problems.

Course Curriculum
- Introduction to information and computer science
- Working with health IT systems
- Installation and maintenance of health IT systems
- Networking and health information exchange
- Configuring EHRs
- Special topics course on vendor-specific systems
- Professionalism/customer service in the health environment

Competencies Gained During Training
- Interact with end users to diagnose IT problems and implement solutions.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Support systems security and standards.
- Assist end users with the execution of audits and related privacy and security functions.
- Incorporate usability principles into ongoing software configuration and implementation.
- Ensure that the hardware/software "fail-over" and related capabilities are appropriately implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
- Work with the vendor and other sources of information to find the solution to a user's question or problem as needed.

Estimated length of training: six months (146 contact hours)
Program is entirely online with an approximately 20-25 hour per week commitment to complete the reading, comprehension, assignments and quizzes.