

# Help Desk Training

i-Ability: Vocational IT Training Program



## Program Benefits:

- Real-world healthcare information technology (IT) support training in a positive environment
- Paid, supportive, on-the-job training
- Preparation for office and IT-related jobs
- Resume assistance, job interview practice, and linkage to job placement services
- Develop transferable skills that will make you more competitive for future jobs
- Counseling services to assist in building self-care habits to prepare you for employment



## Program Participants Will Learn:

- Soft Skills (*professional work behavior, good habits, working well with coworkers*)
- Critical Thinking (*troubleshooting IT issues when you have limited information*)
- Customer Service & Verbal Communication
- Written Communication (*using live ticketing system, writing professional emails*)
- Conflict Resolution
- Workflow of Electronic Health Records system

## The Ideal Help Desk Applicant:

- Is willing to learn challenging technical skills
- Has strong attention to detail
- Is willing to improve ability to document phone conversations using clear and simple language
- Will challenge self to develop professional communication skills over phone, email, and in-person
- Is receptive to feedback regarding performance
- Will commit to entirety of 9-month training program (*see dates on Hire-Ability website*)

To attend, please wait at the lobby of:

**Behavioral Health Services**  
1380 Howard Street  
San Francisco, CA 94103  
(*please check in with 1st floor receptionist when you arrive*)

i-Ability is funded by the San Francisco Department of Public Health with Mental Health Services Act (Prop. 63) funds.

## Information Sessions:

**Friday, Jan 31, 2020**  
10:00-11:30 am

**Thursday, Feb 13, 2020**  
2:00 pm–3:30 pm

**Monday, Feb 24, 2020**  
10:00-11:30 am

**Friday, Mar 6, 2020**  
10:00-11:30 am

**Monday, Mar 30, 2020**  
1:00-2:30 pm

There will be an opportunity to meet the instructors and ask questions about the program at these info sessions.

Visit [www.hire-ability.org](http://www.hire-ability.org) for more information (including information about minimum eligibility requirements).





Richmond Area Multi-Services

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# Desktop Support Training

i-Ability: Vocational IT Training Program

## Program Benefits:

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- Paid, supportive, on-the-job training
- Preparation for office and IT-related jobs
- Resume assistance, job interview practice, and linkage to job placement services
- Develop transferable skills that will make you more competitive for future jobs
- Counseling services to assist in building self-care habits to prepare you for employment

## Program Participants Will Learn:

- Soft Skills (*professional work behavior, good habits, working well with coworkers*)
- Critical Thinking (*troubleshooting IT issues when you have limited information*)
- Customer Service & Verbal Communication
- Hardware/Software Break-Fix Troubleshooting Skills
- Learning techniques for studying independently
- Skills for researching technical topics

## The Ideal Desktop Applicant:

- Is willing to learn challenging technical skills
- Has strong attention to detail
- Will challenge self to develop professional communication skills over phone, email, and in-person
- Is willing to commit to long periods of independent study of technical concepts
- Can lift up to 25 lbs. without assistance
- Is receptive to feedback regarding performance
- Will commit to entirety of 9-month training program (*see dates on Hire-Ability website*)

