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)

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 for more information (including information about minimum eligibility requirements).

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 for more information (including information about minimum eligibility requirements).

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
- 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)

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.