

Technical Support Fundamentals

St. Petersburg College

Course Description:

This course teaches computer applications for technical support staff in a health care setting. Students become familiar with databases, spreadsheets, technical drawings, and project organization as they apply to various technical projects relative to the clinical engineering department. Students will also explore specific databases used in the documentation of medical device technology management. Includes needs analysis, process documentation troubleshooting computer problems, customer service fundamentals and training end users.

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