

Telehealth Technical Support Job Description



California Telehealth
Resource Center

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This toolkit was developed in collaboration with the National Telehealth Technology Assessment Resource Center (TTAC), a HRSA funded national telehealth resource center, that aims to create better-informed consumers of telehealth technology by offering a variety of services in the area of technology assessment.

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ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

CTRC Telehealth Technical Support Job Description Toolkit



TELEMEDICINE/ TELEHEALTH/VIRTUAL CARE SUPPORT TECH.



Telemedicine/Telehealth/Virtual Care Support Technician

Purpose:

This position ensures the deployment and maintenance of virtual care operations for the entire organization. Tasks include site assessments, hardware deployment, training, onboarding, troubleshooting, presentations in group meetings, tactical planning for ongoing future development and direction, and overarching support for the virtual care initiatives, often called telemedicine, telehealth, eHealth, or Virtual Care. Telemedicine Program primarily utilizes systems and devices for the distribution and dissemination of healthcare services, education, and information. The program also investigates, integrates, and maintains video platforms, associated clinical tools, and software programs for use by administration, education, and patient care activities. The primary responsibility of this position is technical support and investigation for the telemedicine program and its related activities.



Duties:

HARDWARE/SOFTWARE INSTALLATION CONFIGURATION AND MAINTENANCE

- Install, configure, test and maintain application systems, operating systems and communication software in a heterogeneous environment.

- Install, configure, maintain, and test video platforms hardware, including PCs and Macs, storage devices, RAM, tablets, laptops, smart phones, cameras, microphones, webcams, PTZ cameras, speakers, and microphones.
- Install, configure and test software packages including Windows OS, Mac OS, and mobile OS, application suites, and communication software.
- Work with vendor technical support and corresponding internal departments to identify and resolve technical issues.
- Coordinate installation and/or testing of circuits associated with data and video communications including, but not limited to enterprise, ISP, and consumer grade networks.
- Plan, coordinate, implement and document user-validation, performance, and acceptance of installed applications at remote and local sites.
- Identify, implement and document corrective modifications to ineffective or malfunctioning systems as appropriate.
- Other hardware/software installation, configuration and maintenance duties as required.

SYSTEMS ANALYSIS, ADMINISTRATION, AND DEVELOPMENT

- Maintain security on public networks to include firewall and port settings for each end of video connections.
- Investigate, document, and implement application and data interchange processes to insure efficient and effective information and data access and utilization.
- Based on user needs and feedback, research and implement new, and update existing, desktop, laptop, tablet and smartphone applications ensuring integration with enterprise applications, standards, and processes.
- Oversee preventive maintenance program to include required software revisions (i.e., operating system updates, browser updates, and app updates).
- Coordinate system integration for all new systems.
- Assist in the research, planning, documentation, and implementation of repairs, feature enhancements, and future growth of information systems infrastructure.

USER SUPPORT

- Set up and maintain equipment orientations, training environments, and presentations as appropriate.
- Coordinate technical training for all users.



- Provide first-level of contact and convey resolutions to users.
- Oversee technical support for patient site issues.
- Assist user and other team members in diagnosis and correction of problems encountered during and after implementation of systems or projects.
- Maintain technical support with ability to dip into live sessions to diagnose, assess, and adjust settings 'on the fly' as needed to minimize clinical service interruptions.
- Develop and maintain step-by-step user guides for installed equipment.

OTHER DUTIES

- Assist in the documentation, management, and inventory of technical equipment, shipping and
- Receiving, and coordination of equipment moves, etc.
- Oversee the installation, testing, and maintenance of remote or field equipment, systems, and processes.

SKILLS KNOWLEDGE AND ABILITIES

- Ability to work as a team member with excellent communication and customer service skills necessary to effectively contribute to a creative group.
- Ability to work in a clinical setting and to communicate effectively with physicians, clinical staff, vendors, and consumers, and facilitate inter-departmental communication in cases where there may be technical overlap.
- Demonstrated organizational skills and flexibility to manage multiple tasks and meet deadlines.
- Knowledge and understanding of video platforms, tablets, smartphones, their operating systems, processes, and protocols.
- Ability to work without direction in a networked computer environment.
- Formal training and/or experience in trouble shooting and repair of computers and peripherals, including disassembly, cabling, and cable testing.
- Basic knowledge of computer settings, network settings, firewall issues with video ports, and managing devices for Windows, MacOS, Android, and IOS.
- Knowledge of cloud environments, distributed computing, and client server administration.
- Understand biomedical shielding, consumer safety issues, and magnetic interference with color monitors.
- Ability to install and troubleshoot printers, other devices, relevant drivers and

applicable software.

- Understand consumer wireless and wired routers, switches and other network environmental conditions that may impact effective connections.
- Real world experience with IOS and Android devices, software, and operating systems, troubleshooting, maintenance, and repair is desirable.
- Ability to isolate and diagnose hardware and software problems in a LAN/WAN environment and to recommend and implement the most effective course of correction.
- Understand and provide recommendations to improve bandwidth loading across LAN/WAN networks.
- Must have experience with installation, configuration, maintenance, and troubleshooting with Windows, Mac, Android, and iOS. Linux experience a plus.
- Knowledge of TCP/IP security, networking, and data transport methods.
- Working knowledge of MS Office, and other office productivity software required.
- Comprehensive understanding of the capabilities and limitations of computers. Ability to recognize processes that can easily be automated and those that cannot.
- Familiarity with AI technology, chatbots, smart speakers, and virtual assistant technologies such as Siri, Alexa, Cortana, and Google Assist.
- Understand basic principles of sound and lighting to optimize virtual care sessions over video platforms.
- Familiarity with Project Management Software like Microsoft Project or Basecamp is a plus.
- Excellent verbal and communication skills.
- Ability to travel on short notice may be required.
- Bachelor's degree in Computer Science, Information Systems, or related field is recommended.
- Healthcare background is preferred with at least 2-4 years' experience.

