California State University San Bernardino
School of Computer Science and Engineering

CSE 482 Senior Project Presentation

Date

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Time

3:30 PM

Place

JB 359

Title

Helpdesk in Healthcare

Student

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Advisor

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Abstract

Working in the IT field in the healthcare industry, what is that like? Is it the IT promise land that everyone makes it out to be, or is it a false reality? It turns out that the healthcare industry is the promise land for IT professionals since computers have become such a huge part in patient care, and is only growing. Helpdesk technicians in the healthcare industry have the opportunity to see just how computer integrated hospitals have become. You will learn about active directory, medical programs, group policies, customer service, and much more. The healthcare industry is home to some of the top IT jobs such as: applications analyst, system administrators, network administrators, IT managers, web administrator, and helpdesk technicians.