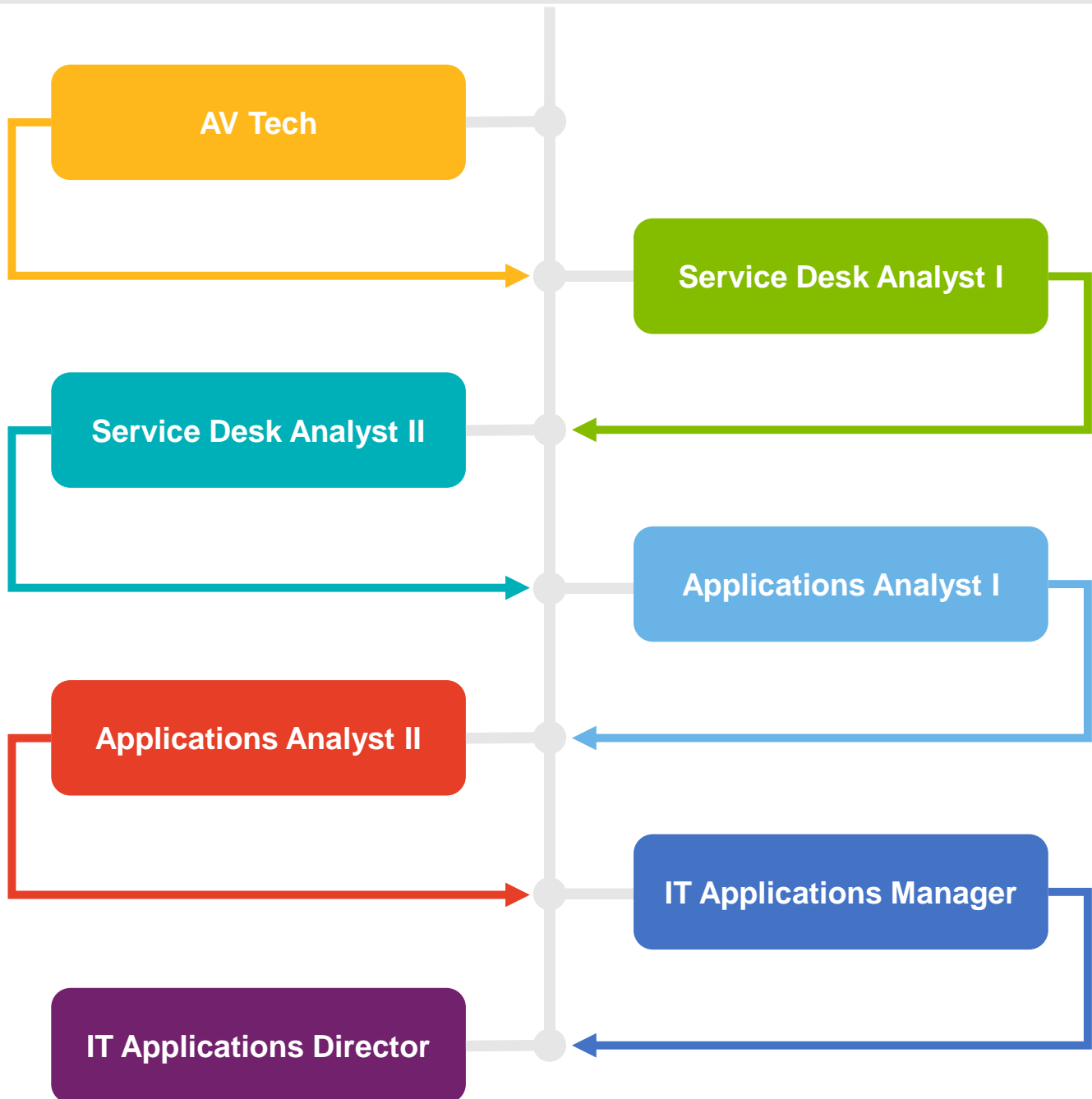


## IT Career Path



### Pre-requisite:

- High school diploma or GED.

### Great career option for those who:

- Are technically interested and oriented.
- Want to work in healthcare but want to limit the "gross factor".



### Daily Tasks

- Sets up meeting rooms and audiovisual equipment for scheduled events.
- Cleans and secures meeting areas.
- Troubleshoots hardware and software issues.
- Ensures equipment is in working order.
- Provides customer service and complaint resolution to Conference Center visitors.



### Requirements/experience

- 2 years of AV industry, conference services, or similar experience.
- Knowledge of Windows and Microsoft Office products..



### Education/training

- High school diploma or GED.
- AV technician vocational or specialized training (preferred).



### Median hourly pay

**\$15.39**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).

**Helpful hint:**

- Tuition reimbursement is available at HonorHealth.



### Daily Tasks

- Provides application support to users.
- Uses critical thinking to problem solve and to identify root causes.
- Helps to resolve issues and to escalate issues, when necessary.
- Listens to customers to identify needs.
- Prioritizes and responds promptly to customer needs.



### Requirements/experience

- 1 year of relevant experience (required).
- 2 years of experience in networking and active directory and in a healthcare environment (preferred).



### Education/training

- High school diploma or GED.
- Associate's degree or 2 years of related work experience in Computer Science, Information Systems, or related field (preferred).
- HDI Support Center Analyst, A+, or ITIL Foundation certification (preferred).



### Median hourly pay

**\$22.99**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).

**Helpful hint:**

- Tuition reimbursement is available at HonorHealth.



### Daily Tasks

- Provides application support to users.
- Uses critical thinking to problem solve and identify root causes.
- Helps to resolve issues and to escalate issues, when necessary.
- Listens to customers to identify needs.
- Prioritizes and responds promptly to customer needs.
- Installs and deploys applications.
- Coaches and trains less experienced employees.
- Maintains team website, creates process maps, develops new framework, processes, and content for the knowledge base.



### Requirements/experience

- 1 year of relevant experience (required).
- 2 years of experience in networking and active directory and in a healthcare environment (preferred).



### Education/training

- High school diploma or GED.
- Associate's degree or 2 years of related work experience in Computer Science, Information Systems, or related field (preferred).



### Median hourly pay

**\$27.94**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).

**Helpful hint:**

- Associate's degree and Bachelor's programs are available at the Maricopa Community Colleges, ASU, University of Arizona, and Northern Arizona University.



### Daily Tasks

- Provides level one support to all users.
- Analyzes data conversion needs.
- Responds to questions from vendors and business unit representatives.
- Develops basic testing plans and scripts.
- Assists with change management, project management, and documentation of policies and standards.



### Requirements/experience

- 2 years of experience in healthcare, consulting, or IT (preferred).
- Training or certification in assigned application (preferred).



### Education/training

- Associate's degree or 2 years of related work experience in Computer Science or related field.
- Bachelor's degree in Nursing, Information Systems, or related field (preferred).



### Median hourly pay

**\$33.96**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).



### Daily Tasks

- Provides level two support to all users.
- Analyzes data conversion needs.
- Responds to questions from vendors and business unit representatives.
- Develops basic testing plans and scripts.
- Assists with change management, project management, and documentation of policies and standards.



### Requirements/experience

- 3 years (required) to 5 years (preferred) of experience in healthcare, consulting, or IT.
- Training or certification in assigned application (preferred).



### Education/training

- Bachelor's degree in Nursing, Information Systems, or related field (required).
- Master's degree in Nursing, Information Systems, or related field (preferred).



### Median hourly pay

**\$50.18**

See benefits at [honorhealthbenefits.com](https://honorhealthbenefits.com).



### Daily Tasks

- Manages employees, work products, and time schedules for projects.
- Serves as a primary point of accountability.
- Manages multiple projects and basic project budgets, timelines, and deliverables.
- Lead and elevate employee job performance.



### Requirements/experience

- 4 years of experience in IT and 2 years of employee supervisory experience (required).
- 5 years of experience in healthcare IT or informatics (preferred).



### Education/training

- Bachelor's degree in computer science, healthcare, or business (required).



### Median hourly pay

**\$56.25**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).



### Daily Tasks

- Manages multiple projects, budgets, timelines, and deliverables.
- Continuously improves all technical processes and services that support patient care.
- Leads and supervises application design, development, and maintenance.
- Assists IT executive leadership in developing annual budgets and strategies.



### Requirements/experience

- 7 years of management experience, Epic, or large EHR/ERP implementation experience (required).
- 8 years of leading large, multi-specialty teams of 40+ employees (preferred).
- PMP, healthcare, revenue cycle, or Epic certification (preferred).



### Education/training

- Bachelor's degree in computer science, healthcare, or business or 4 years of work related experience (required).
- Master's degree in healthcare administration, leadership, business, or computer science (preferred).



### Median hourly pay

**\$70.53**

See benefits at [honorhealthbenefits.com](http://honorhealthbenefits.com).