

# Medtech32 Certified Engineers

## COURSE INFORMATION



## 1. Medtech Certification Pre-requisites

**Technical Certification** MCSE, A+, MCP, Network + Diploma in Computer Science or a related discipline OR:

**Industry Experience** Minimum Of 3 Years full time employment in industry, with proof of network and PC support OR:

**Peer Support** Employment within an organisation with at least one Medtech Certified Engineer for a minimum of a year.

*Recommended:*

Working Knowledge of: Windows 2000/2003 Server, Active Directory, DNS, DHCP, WINS, Terminal Services and Citrix.

## 2. Course Outline

The Medtech Certified Engineers course is not designed as a Network Engineers instruction course, or as a Medtech32 user course. It is designed to provide Network Engineers with a thorough working knowledge of Medtech32 software, its installation, maintenance and troubleshooting.

This course covers all aspects of Medtech32 that an Engineer needs to know to correctly install and maintain Medtech32. It assists you as an IT professional, to provide a higher level of service to your customer, and assists Medtech in providing a higher level of support to our customers.

The course will also touch on the integration of Healthlink products with Medtech. At the completion of the course, you will be required to undergo an examination. A **pass mark of 70%** will be required to attain certification, with at least an achievement of 10% in the Networking Theory examination.

## 3. Networking Theory Examination

This examination covers relatively simple aspects of networking, and is designed to ensure that only engineers with a good working knowledge of networks achieve certification. The course content however DOES NOT formally cover these aspects. It is expected that those meeting the course pre-requisites will find this a mere formality.

## 4. What Medtech Certification means for you

Medtech currently provides support for our customers beyond what is required in terms of network support. Unfortunately, this places a demanding workload on our support staff, who are not trained to deal with many of the networking and system issues that arise. In order to correct this, and to provide a higher level of support for our customers, we believe it is necessary to have qualified, high calibre engineers providing site support.

For those engineers who are certified, work opportunities will increase, as Medtech refers sites that require assistance. We also list on our web site, the contact details of all Certified Engineers and where applicable, their employers, so that customers can select their own support provider. Certified Engineers will also be able to advertise their certification on letterheads, business cards etc.

**Other benefits include:**

- Access to new release versions of Medtech software
- Access to a Knowledge Base, containing known issues and resolutions
- Membership of an email list, for peer support  
Priority support from Medtech technical support consultants
- Future access to restricted Medtech Engineers only forums and bulletin boards through our portal