ROBERT SMITH

Junior Information Technology Specialist

info@qwikresume.com | LinkedIn Profile | Qwikresume.com

A bright talented and ambitious Junior Information Technology Specialist with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure the quality solutions meet business objectives.

EXPERIENCE

Junior Information Technology Specialist
ABC Corporation - JULY 2016 – PRESENT

- Notifying appropriate programming and maintenance personnel if unable to locate and correct cause of detected application/hardware error or failure.
- Directing training or trains staff in the operation of computers and peripheral equipment.
- Undertaking other proper measures to control access to data stored in or produced by the computer.
- Providing or developing instruction manuals to assist users in efficiently performing their duties.
- Monitoring computer operations at remote sites in person as needed and by telephone.
- Meeting with knowledgeable persons in the organizational units involved to resolve problems and determine specific output and other requirements.
- Evaluating the information system for current effectiveness and recommending revisions to increase efficiency or to meet organizational units current and projected needs.

Associate Information Technology Specialist
ABC Corporation - APRIL 2014 - JULY 2016

- Incorporated necessary program/system modifications into a program management plan, made minor changes in output content or format through queries and notified appropriate personnel of approved major changes to the system.
- Responsible for development of templates and research of current revisions in nextgen.
- Responsible for ensuring that all staff is properly trained on the EMR system.
- Ordered, installed and configured new software and hardware parts.
- Responsible for tacking up and restoring company information
- Installed and configured new technology equipment.
- Monitored network performance, executed desktop and laptop maintenance tasks.