

Troubleshooting

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The ability to diagnose and resolve a problem.

- Ask Questions
- Isolating the Problem
- Follow the Cookie Crumbs: ERROR MSGS LOGS
- Start with Quickest Step First

PITFALL:

- Go to Autopilot mode
- Not finding the root cause

You need to have:

- PASSION
- PROBLEM SOLVING
- COMMUNICATION

Customer Services:

- Empathy
- Tone
- Acknowledge the user
- Developing the trust
- Be Honest with the user

Anatomy of an interaction:

- Be professional
- Acknowledge the User
- Show some respect

Tickets: A common way of documenting an issue.

Bugs: Issues with the system that weren't caused by an external source.

Who you are and what kind of career are you looking for?

Hi! I'm Jamie, I'm in my senior year at Springfield University, studying Computer Science. I enjoy being able to help people and solve problems, so I'm looking forward to putting my tech skills into practice by working as an IT Support Specialist after I graduate.

Hi! I'm Ellis, I've been working at X Company as an IT Support Specialist for the past two years. During those years, I've learned a lot about operating systems and networking and I'm looking to switch to a system administrator position, where I can focus on large scale deployments.

Remember to Slow Down.

Ask Questions

Have an Explanation

Get your Elevator Pitch prepared.