Tutorial 2 ***Troubleshooting Computer Problems***

1. List and explain the 4 tiers of technical support in any corporation
2. Relating to End User’s level of expertise explain what is meant by “Targeted Experienced” and “Generally Experienced”
3. What are the 5 traits of a qualified support technician?
4. Give 3 reasons why a qualified support technician should have excellent customer service skills
5. List 7 items that would typically be required in any documentation of a computer problem
6. List any 2 software applications that may be used for creating a personal knowledge database
7. Explain why backup is very important when attempting a proposed solution to a computer problem