Resume

Performs computer work in mainframe computer, mid-range computer, LAN or WAN computer environments, and/or local desktop support. (21 Tasks)

Oversees the daily performance of computer systems.

Identifies, investigates, and resolves computer problems.

Guides clients through corrective steps to assure computer problem has been resolved.

Answers user inquiries regarding computer software or hardware operation to resolve problems.

Plans, implements and monitors the computer process to ensure that user personnel obtain feedback regarding errors and error correction.

Sets up equipment for employee use; performing or ensuring proper installation of cables, operating systems or appropriate software.

Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Maintain record of daily data communication transactions, problems and remedial actions taken, or installation activities.

Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

Refers major hardware or software problems or defective products to vendors or technicians for service.

Enters commands and observes system functioning to verify correct operation and detect errors.

Confers with staff, users and management to establish requirements for new systems or modifications.

Conducts office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.

Tests the compatibility of new program software to ensure that upgrades will not impact current operations.

Monitors and modifies computer control language and corrects errors.

Verifies output for quality, quantity and distribution.

Maintains logs; prepares reports documenting jobs run, system/paper use, outputs and tracking of problems.

Provides instruction on how to operate agency systems, IT devices and supported software.

Record Help Desk database entries for problems with IT systems, equipment and software.

Modifies software problems to improve performance.

Takes inventory of user software, identifies any illegal software and taking appropriate action to address any problems.