On a nearly daily basis I am responsible for ensuring the network printer is functional including when it was initially set up by working with HP technical support and State Tech support.

I can recognize and research the error codes produced by the machine when it is malfunctioning and fix most issues on site.

When it comes to MS Office or other software issues the team I work with along with many others in the division ask me first before talking to formal tech support.

A fair majority of the time I know the answer to questions, look up answers quickly or can plainly state that the state techs need to take care of the issue.

I am consistently responsible for updating the unit laptop, setup and shut down when it is used for an event or meeting and occasionally use it as a secondary computer if the main PC is busy processing something large.

I understand the basics of wired and wireless networking and have built multiple PCs at home.

Additionally I am working my way through a self study course to seek my A+ Certification.

Database updates and report management are among my daily duties as are tracking processes and paperwork.

Edit or write more at will….. I SUCK at tooting my own horn!

Troubleshoots and restores routine technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms

Understands error messages and knows where to look for solutions to hardware and software problems

knowledge and ability to manage local hard drive with management software and/or anti-virus software.

team setting, sharing information and assisting others as needed.

7. Troubleshoot software/hardware problems

8. Install, manage, and troubleshoot network printers

10. Assist facility/staff with basic use of business/curriculum software

PCs, Mobile Devices, Ethernet, Printers, Servers,

Wireless

Microsoft.

work independently to identify and problem solve a multitude of technical tasks on (including, but not limited to) the desktop computers, software

skills to develop and train users on proper network procedures and applications.

Microsoft and DOS skills

physical network with Ethernet connectivity.

~~I have loved computers since the day my parents bought one. Little did I know that the “educational game system” they bought was teaching me a programming language and starting a lifelong love of computers! I fought against it for a while and went in other directions with my background and education but ultimately ended up with many programming and tech classes along with my Bachelor’s degrees. I am looking to move from administrative office work into something takes me to my roots in computers, hence my interest in the Matanuska-Susitna Borough School District’s IT Support Specialist position.~~

. ~~I could sometimes be caught under a desk working on a connection issue or other hardware problem when needed.~~

. At least weekly I get a call or someone coming by to see if I can answer a question about something that is going on with their PC. Issues range from formatting with Word or Excel, to why our internal database is displaying wrong information and correcting it, to building ad hoc reports. I answer the questions quickly and easily. Often I end up giving them a quick tip or trick for an alternate or faster way to do the task. I know what I can fix and exactly when and how to ask for help. I am often the translator between co-workers and IT when larger issues show up since I can speak “geek” and “business or user”.

I have cared for the backup tapes for the State of Alaska’s servers, worked with HP tech support and State techs to setup copiers. The IT techs know that if I am calling, I have usually tried everything I can think of and have told me many times that they appreciate the fact I take on some of the lower level user questions for my unit.

When I was a computer instructor for Nine Star Education & Employment, I was tasked with caring for a ten PC lab I never had issues with talking to people or generously sharing very basic to somewhat advanced techniques on the computer. I worked with those who had never touched a computer to those who were more advanced than I was at the time. I taught general classes, MS Office Certification preparation classes and even a workshop on Ubuntu Linux.