1. Patched software and installed new versions to eliminate security problems and protect data.
2. Configured hardware, devices and software to set up work stations for employees.
3. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
4. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
5. Removed malware, ransomware and other threats from laptops and desktop systems.
6. Assisted customers with product selection based on stated needs, proposed use and budget.
7. Explained technical information in clear terms to non-technical individuals to promote better understanding.
8. Answered [Number] incoming calls from residential and small business customers on [Type] and [Type] products.
9. Provided Tier 1 IT support to non-technical internal users through desk side support services.
10. Compiled and accurately entered data for each customer encounter to record in system.
11. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
12. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
13. Activated accounts for clients interested in new services.
14. Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
15. Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
16. Used [Type] scripting skills to contribute to internal technical tools.
17. Managed customers' expectations of support and technology functionality in order to provide positive user experience.
18. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
19. Helped streamline repair processes and update procedures for support action consistency.
20. Collaborated with vendors to locate replacement components and resolve advanced problems.