1. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
2. Configured hardware, devices and software to set up work stations for employees.
3. Provided instruction to all lab users on proper use of all equipment.
4. Supported all computer lab operations.
5. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
6. Presented software packages and applications and developed lab templates.
7. Helped streamline repair processes and update procedures for support action consistency.
8. Patched software and installed new versions to eliminate security problems and protect data.
9. Collaborated with vendors to locate replacement components and resolve advanced problems.
10. Diagnosed hardware problems and fixed faults or contacted appropriate repair service.
11. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
12. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
13. Handled lab equipment, cleaned keyboards, monitors and disk drives.
14. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
15. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
16. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
17. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
18. Removed malware, ransomware and other threats from laptops and desktop systems.
19. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
20. Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.