1. Exercised best practices in voice and data communications security protocol.
2. Worked with [Software], [Software] and [Software] to maintain proficiency at teachable level.
3. Maintained and established favorable working relationships with leadership in other departments and partner organizations.
4. Performed routine maintenance, software updates, and replaced computers as necessary, according to outlined budget.
5. Collaborated with staff from other departments to evaluate technology needs and provide appropriate support.
6. Maintained skills necessary to diagnose technical issues, devise effective solutions and advise staff on best practices to avoid future difficulties.
7. Configured, maintained and installed workstation, file servers and devices in adherence to established rules and regulations.
8. Followed systematic instructions and proper procedures necessary for successful maintenance of on-site IT operations.
9. Trained interns and teacher assistants in successful job performance.
10. Compiled and maintained online and hardcopy procedural information with standards, inventory and repair best practices.
11. Devised solutions to operations issues related to [System] and [Software], working closely via phone, email, live chat and web teleconference.
12. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
13. Maintained data security through regular virus tests and installation of protective software.
14. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
15. Consulted with vendors and advised department director to resolve issues and determine equipment needs.
16. Increased sales by educating prospects on benefits of products and services in comparison to competitors.
17. Removed malware, ransomware and other threats from laptops and desktop systems.
18. Helped streamline repair processes and update procedures for support action consistency.
19. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
20. Collaborated with vendors to locate replacement components and resolve advanced problems.