1. Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
2. Supplied end-user assistance for [Type] systems via remote and on-site support.
3. Refurbished used computers and technological equipment, saving companies money.
4. Researched and identified problems with computers and advised staff and clients on plans of action.
5. Disassembled computers to perform diagnostics and check for repair needs.
6. Linked computers to network and peripheral equipment, including printers and scanners.
7. Answered calls and emails at company's help desk, assisting employees and customers with troubleshooting computer issues.
8. Patched software and installed new versions to eliminate security problems and protect data.
9. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
10. Collaborated with vendors to locate replacement components and resolve advanced problems.
11. Wrote reports on computer statuses and maintenance jobs.
12. Used diagnostic tools to identify hardware failures and replace non-functional components.
13. Configured hardware, devices and software to set up work stations for employees.
14. Backed up company data on regular basis, successfully recovering critical information after malware attacks.
15. Installed new servers as part of $[Amount] company upgrade completed within [Number] days.
16. Installed and maintained remote work systems to facilitate virtual employee access to technology for continued operation.
17. Maintained [Number] company computers by troubleshooting and performing needed repairs.
18. Oversaw multi-site [Type] operating system upgrade projects, maintaining consistent performance across [Number] desktops.
19. Isolated and mitigated damage to multi-system architectures following malware infections, reducing financial impact and producing [Result].
20. Updated and installed new software on desktop and laptop computers to maintain latest technology.