1. Answered calls and emails at company's help desk, assisting employees and customers with troubleshooting computer issues.
2. Backed up company data on regular basis, successfully recovering critical information after malware attacks.
3. Installed new servers as part of $[Amount] company upgrade completed within [Number] days.
4. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
5. Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
6. Patched software and installed new versions to eliminate security problems and protect data.
7. Linked computers to network and peripheral equipment, including printers and scanners.
8. Collaborated with vendors to locate replacement components and resolve advanced problems.
9. Configured hardware, devices and software to set up work stations for employees.
10. Used diagnostic tools to identify hardware failures and replace non-functional components.
11. Helped streamline repair processes and update procedures for support action consistency.
12. Supported training departments and schools by accurately fixing hardware and software issues affecting computers and language labs.
13. Setup, installed and configured computers in various business locations to support operations and reporting.
14. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
15. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.
16. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
17. Explained technical information in clear terms to non-technical individuals to promote better understanding.
18. Removed malware, ransomware and other threats from laptops and desktop systems.
19. Alleviated hardware and software issues affecting computers and language labs, resulting in improved relationships with training departments and schools.
20. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.