1. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
2. Removed malware, ransomware and other threats from laptops and desktop systems.
3. Patched software and installed new versions to eliminate security problems and protect data.
4. Configured hardware, devices and software to set up work stations for employees.
5. Documented all transactions and support interactions in system for future reference and addition to knowledge base.
6. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
7. Identified potential [Type] sales and cross-selling opportunities in course of delivery of support services.
8. Defined and documented technical support best practices for [Type] and [Type] technologies.
9. Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
10. Provided on-call support for critical [Type] issues related to [Software] and [System].
11. Assisted customers with product selection based on stated needs, proposed use and budget.
12. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
13. Collaborated with vendors to locate replacement components and resolve advanced problems.
14. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
15. Provided Tier 1 IT support to non-technical internal users through desk side support services.
16. Processed over [Number] support requests weekly for technical assistance on wide range of issues related to [Software] and [Software].
17. Retained existing clients and developed [Number] new accounts by extending high quality and efficient support service.
18. Developed and tested new product offerings prior to release to assist development team in bug identification.
19. 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.
20. Answered [Number] incoming calls from residential and small business customers on [Type] and [Type] products.