1. Followed work orders precisely to identify equipment needed, materials required and sequences to correctly completing assignments.
2. Helped programmers and systems analyst test, debug and improve new [Type] programs.
3. Assisted computer users with technical issues remotely and at workstations.
4. Supported efficient use of available computer terminals and network access by coordinating schedules.
5. Advocated for aggressive testing and problem analysis for server, desktop and IT infrastructure work.
6. Generated [Timeframe ] reports covering details about data, system operation and error monitoring.
7. Efficiently completed over [Number] [Type] production work orders under strict timelines and budgets.
8. Continuously checked [Type] data, use logins and file permissions to monitor data safety and end-user efficiency.
9. Managed program errors with analytical approach focused on troubleshooting, diagnosing and resolving each problem.
10. Entered exact commands at computer terminals to activate specific sequences in support of [Type] operations.
11. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
12. Drove operational improvements which resulted in savings and improved profit margins.
13. Coordinated with IT teams to resolve advanced computer software and hardware problems.
14. Collaborated with [department or management] to achieve [result].
15. Trained peripheral equipment operators and junior mentees in correct operation of [Type] terminals.
16. Resolved conflicts and negotiated mutually beneficial agreements between parties.
17. Completed minor preventative maintenance and mechanical repairs on equipment.
18. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
19. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
20. [Type] hardware proficiency