1. Generated [Timeframe ] reports covering details about data, system operation and error monitoring.
2. Continuously checked [Type] data, use logins and file permissions to monitor data safety and end-user efficiency.
3. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
4. Efficiently completed over [Number] [Type] production work orders under strict timelines and budgets.
5. Defined and documented technical support best practices for [Type] and [Type] technologies.
6. Kept software licenses current for all computers and mobile devices.
7. Maintained master RMS list of users across various platforms, including direct and remote access points.
8. Changed and replaced backup tapes regularly and performed detailed server backups.
9. Tracked computer equipment, peripherals and network servers via master documentation.
10. Managed output quality and control of [Type] documents processed on assigned equipment.
11. Supported efficient use of available computer terminals and network access by coordinating schedules.
12. Followed work orders precisely to identify equipment needed, materials required and sequences to correctly completing assignments.
13. Trained peripheral equipment operators and junior mentees in correct operation of [Type] terminals.
14. Advocated for aggressive testing and problem analysis for server, desktop and IT infrastructure work.
15. Entered exact commands at computer terminals to activate specific sequences in support of [Type] operations.
16. Adhered to social distancing protocols and wore mask or face shield at all times.
17. Helped programmers and systems analyst test, debug and improve new [Type] programs.
18. Managed program errors with analytical approach focused on troubleshooting, diagnosing and resolving each problem.
19. Assisted computer users with technical issues remotely and at workstations.
20. Coordinated with IT teams to resolve advanced computer software and hardware problems.