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