1. Performed scheduled service work, including installations, testing and repairs.
2. Executed troubleshooting and server support, including in-person and remote situations.
3. Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
4. Provided secondary training to personnel struggling with technological tools and systems.
5. Diagnosed malfunctions in [System] and [Software], directing support tickets to appropriate personnel for remediation.
6. Monitored ongoing technical compliance with applicable laws and regulations.
7. Rapidly identified and corrected system faults to minimize operational downtime of [System].
8. Performed preventive maintenance on [System], maintaining average uptime of [Number]%.
9. Wrote instruction manuals and technical guidance for preventive maintenance of [Product or Service].
10. Offered troubleshooting for [System] via voice and text chat, maintaining resolution rates of [Number]%.
11. Designed system enhancements for assets within [Type] Industry operations.
12. Produced [Timeframe] reports on engineering activities, including data such as success rates and additional remedial requirements.
13. Provided technical support in both on-site and telephone consultations.
14. Maintained service schedule for software and hardware.
15. Wrote and maintained custom scripts to increase system efficiency and performance time.
16. Solicited commissions for technical advisory contracts within [Type] Industry.
17. Oversaw quality assurance management and offered suggested recommendations.
18. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
19. Authored technical guidance explainers and whitepapers on [System]s for use by senior leadership.
20. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
21. Resolved issues related to operational components for LAN, WAN and voice systems.
22. Installed, configured, tested and maintained operating systems, application software and system management tools.
23. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
24. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
25. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
26. Designed and implemented system security and data assurance.
27. Defined enterprise processes and best practices and tailored enterprise processes for applications.
28. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.