1. Linked computers to network and peripheral equipment, including printers and scanners.
2. Installed new servers as part of $[Amount] company upgrade completed within [Number] days.
3. Collaborated with vendors to locate replacement components and resolve advanced problems.
4. Patched software and installed new versions to eliminate security problems and protect data.
5. Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
6. Used diagnostic tools to identify hardware failures and replace non-functional components.
7. Configured hardware, devices and software to set up work stations for employees.
8. Backed up company data on regular basis, successfully recovering critical information after malware attacks.
9. Removed malware, ransomware and other threats from laptops and desktop systems.
10. Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
11. Alleviated hardware and software issues affecting computers and language labs, resulting in improved relationships with training departments and schools.
12. Answered calls and emails at company's help desk, assisting employees and customers with troubleshooting computer issues.
13. Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
14. Analyzed [Type] and [Type] issues to identify troubleshooting methods needed for quick remediation.
15. Helped streamline repair processes and update procedures for support action consistency.
16. Supported training departments and schools by accurately fixing hardware and software issues affecting computers and language labs.
17. Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
18. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
19. Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
20. Executed various techniques, including [Technique] and [Technique] to maintain servers and systems, keeping networks fully operational during peak periods.