1. Investigated and corrected problems with printers, copiers and other peripheral devices.
2. Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
3. Answered and triaged requests for assistance in order to provide top-notch support.
4. Monitored network hardware operations to evaluate proper configuration.
5. Performed network security design and integration duties.
6. Managed system-wide operating system and software deployments, as well as related software upgrade problems.
7. Designed and evaluated WAN and LAN connectivity technologies.
8. Diagnosed and executed resolution for all network and server issues.
9. Set up hardware and software in optimal configurations to meet network performance requirements.
10. Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
11. Established, repaired and optimized networks by installing wiring, cabling and devices.
12. Utilized source code control for tracking configurations and changes.
13. Proved successful working within tight deadlines and fast-paced atmosphere.
14. Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
15. Developed team communications and information for meetings.
16. Served customers in a friendly, efficient manner following outlined steps of service.
17. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
18. Used coordination and planning skills to achieve results according to schedule.
19. Adhered to social distancing protocols and wore mask or face shield at all times.
20. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.