

Computer Tech Support Community

Fred Beisse

Help! Ralph Wilson,1991 Answering questions about software and hardware is a full-time job for hundreds of thousands of people. IBM alone has over 20,000 full-time technical support personnel. This is a book about and for the technical support industry. It describes how to set up and manage a technical support operation, covers techniques for handling support questions by phone, and explains how to estimate the cost of a technical support operation. The book includes profiles of successful technical support operations at companies such as WordPerfect Corporation.

A Beginner's Guide to Understanding Technical Support Jose D. Afable,2002 A Beginner's Guide To Understanding Technical Support is a unique guide designed for anyone wishing to venture into the field of technical support. This book will provide a basic understanding of the processes, entities, and issues within a support organization so that anyone wishing to know more about the support organization functions or wanting to pursue a career in this area receives the information they need to make their informed decision.

Technical Support Essentials Andrew Sanchez,Karen Sleeth,2010-09-08 Technical Support Essentials is a book about the many facets of technical support. It attempts to provide a wide array of topics to serve as points of improvement, discussion, or simply topics that you might want to learn. The topics range from good work habits to the way technical support groups establish their own style of work. This book applies theories, models, and concepts synthesized from existing research in other fields—such as management, economics, leadership, and psychology—and connects them to technical support. The goal is to build on the work of others and allow their success to evolve the profession. The book's broad perspective looks at proven practices, legal issues, dealing with customers, utilizing resources, and an array of other topics of interest to tech support professionals.

A Guide to Computer User Support for Help Desk and Support Specialists Fred Beisse,2014-09-01 Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Self-Help Tech Support Monica Oboagwina,2009 Many times helpdesks have limited staff to handle the high volume of support calls. This can result in higher hold times or delays in answering your technical questions. The answer may be as simple as restarting the computer. Having the knowledge of simple technical tools will help you avoid long hold times or a long conversation. Not only do you save yourself from frustration from long tech support calls but you also get your computer up and running quicker.

The Official Tech Support Yellow Pages Cybermedia, Inc,1996 The Official Tech Support Yellow Pages is an easy-to-use reference book that lets you quickly contact the company you need to reach. It lists the telephone numbers, addresses, and even Web sites of over 2,000 hardware and software companies by category so you can instantly locate the company you need. The bonus CD allows you to access information electronically.

A Guide to Computer User Support for Help Desk & Support Specialists Fred Beisse,2001 This book provides an overview of the knowledge, skills, and abilities necessary for employment in the user support industry. Developed with the input of industry advisors, this title emphasizes problem-solving and communication skills in addition to technical coverage. Using creative Hands-On exercises and Case Projects, users apply their knowledge and develop their ideas and skills, both individually and in teams, to help prepare them for today's team-oriented work environment.

Careers in Computer Support Jeri Freedman,2013-07-15 With the importance of computers and mobile devices in every business and industry, the demand for computer support professionals is greater than ever before. As a result, those with strong skills in computer support have a relatively secure career path and the ability to apply their knowledge in a wide variety of environments. This title presents a number of different careers in computer support, including their typical work settings, responsibilities, and demands. Information is provided on education and training--starting with preparation at the high school level--and practical advice is given on how to land a job.

Computer Jobs with the Growing Information Technology Professional Services Sector: Western States Info Tech Employment,Info Tech Employment Editors,2007-07

Computer Support Specialists ANDREW. MORKESE,2022 Titles in the Great Careers Without a Bachelor's Degree series spotlight careers that one can train for by earning certificates and associate's degrees at community colleges and technical colleges; by completing apprenticeships; and by training in the military. These careers provide students with a path to a comfortable, middle class life. Each title features Information on typical job duties and work environments for the career; a glossary of more than 35 commonly used terms in the career; information on educational training paths; a list of college scholarships and other types of financial aid that help students reduce the cost of training; information on typical salaries; 15+ ways to explore the field while still in school-classes, competitions, camps, websites, books, tours, school clubs, information interviews, job shadowing; a detailed look at the employment outlook in the United States; interviews with professionals and educators, who describe what it's like to work in the field, what they love about their jobs, and key skills for success; interesting sidebars; and more than 40 photos that illustrate the career.

Delivering World-Class Technical Support Navtej Khandpur,Lori Laub,1996-10-21 Technical support is essential for any computer vendor, whether to answer application

questions or to handle the problems that inevitably occur. This book will help any company develop a top-flight technical support department., offering guidelines on both organization and development. It discusses such topics as work distribution, scheduling and organization, and more.

Tech Support 101 Andrew M Brown,2020-06-13 The tech support 101 book is written to provide a basic understanding on how to troubleshoot in the information technology world. The book provides hardware, and software guidance. The book also provides screenshots, and flowcharts to provide a better understanding for the reader.

Conversation and Community Anne Gentle,2012-07-15 Anne Gentle's Conversation and Community has become the go-to reference for social media and technical communication. Her clear-eyed survey of the social media landscape has been adopted by many universities and is widely used by technical communicators. Now, in this second edition, she has updated and expanded her book, adding chapters on building a content strategy, analyzing web techniques, and developing an open source strategy. With more interviews and case studies, this is your guide to the new world of technical communication and social media. Inside the Book Towards the Future of Documentation Defining a Writer's Role with the Social Web Community and Documentation Commenting and Connecting with Users Wikis as Documentation Systems Finding Your Voice Content Strategy for Community Documentation NEW Chapter Analyzing and Measuring Web Techniques NEW Chapter Open Source Documentation NEW Chapter Concepts and Tools of the Social Web Glossary, Expanded Bibliography, and Index

It Technical Support Troubleshooting Pocket Guide Jean Andrews,2016-10-12 When working on a PC, laptop or mobile device, you'll want to keep this handy PC Troubleshooting Pocket Guide by your side. Jean Andrews provides clear, complete explanations to make technical topics easy to understand. The PC Troubleshooting Pocket Guide will help individuals diagnose computer problems with ease and speed. This portable, compact volume provides essential diagnostic and troubleshooting information, and is an essential tool for anyone who needs to find computer information quickly and efficiently.

Upgrading & Repairing Your PC Dave Johnson,Todd Stauffer,1998 Rapid advances in computer technology ensure a constant level of users needing to upgrade or repair their computers. Two professional PC troubleshooters show how, including coverage on hard disk and memory upgrades, solving DMA and IRQ conflicts, software utilities, and more. Numerous sidebars, figures, tables, and margin notes break up long blocks of text.

Tech Support 101 Andrew Brown,2013 The tech support 101 book is written to provide a basic understanding on how to troubleshoot in the information technology world. The book provides hardware, and software guidance. The book also provides screenshots, and flowcharts to provide a better understanding for the reader.

Technological Support for Work Group Collaboration Margrethe H. Olson,Margrethe H. Olsonz,2020-11-25 This text discusses the emerging trend in product development and research that focuses on the increasingly important relationship between computer systems and social systems. The text emphasizes the significance of building tools to help people work together and the need for the identification of key factors within an organization to create systems more beneficial to users. Also contained are reviews of current research and discussions of both established tools, such as electronic mail and computer conferencing, and those newly developed programs that emphasize work group productivity over individual productivity.

Computer Service and Repair Richard M. Roberts,2014-08-19 Computer Service and Repair Laboratory Manual is designed to help build the basic skills necessary for success in PC repair, upgrade, and support in addition to providing CompTIA A+ Certification exam preparation. The labs in the manual are organized to match the chapter sequence of the text, Computer Service and Repair, 978-1-61960-795-8. Windows XP, Windows Vista, Windows 7, and Windows 8 operating systems are used for the lab activities, providing a variety of experience. Each activity is organized in this manner: Introduction, Equipment and Materials list, Procedure, and Review Questions. Step-by-step instructions are provided in the procedures to facilitate learning.

Upgrading and Repairing PCs Scott Mueller,2013-03-07 This is the eBook version of the print title. Access to the media files found on the DVD included with print editions included with Upgrading and Repairing PCs, 21 Edition, is available through product registration—see instructions in back pages of your eBook. For 25 years, Upgrading and Repairing PCs has been the world's #1 guide to PC hardware: The single source for reliable information on troubleshooting and fixing problems, adding hardware, optimizing performance, and building new PCs. Now, better than ever, this 21st edition offers beefed-up coverage of the newest hardware innovations and maintenance techniques, plus more than two hours of new DVD video. Scott Mueller delivers practical answers about PC processors, mother-boards, buses, BIOSes, memory, SSD and HDD storage, video, audio, I/O, input devices, networks, Internet connectivity, power, and much more. You'll find the industry's best coverage of diagnostics, testing, and repair—plus cutting-edge discussions of improving performance via overclocking and other techniques. NEW IN THIS EDITION • The newest processors, including Intel's 3rd generation Ivy Bridge Core i-Series processors and AMD's 2nd generation Trinity CPUs • 3TB (and larger) disks, 4K sectoring, partition alignment, faster SATA disk interfaces, and SSD (solid state drive) hard drive replacements • New firmware innovations, from full UEFI BIOS support to built-in motherboard flash BIOS upgrade utilities • Integrated video and audio, including 5.1/7.1 surround sound, HDMI, and DisplayPort connections, and Windows 8 compatible multi-touch touchscreen technology • Updated PCI Express 3.0, 4.0 interfaces, and Power Supply specifications for powering high-end video cards • Emerging interfaces such as SATA Express, USB 3.0, and Thunderbolt • Updated coverage of building PCs from scratch—from choosing and assembling hardware through BIOS setup and troubleshooting INCLUDED MEDIA Don't forget about the free bonus content available online! You'll find a cache of helpful material to go along with this book. To access these materials at no extra cost, see the instructions included in the back pages of this ebook. You will be required to register your book and supply a code found in the instructions. Download two hours of up-to-the minute, studio-quality how-to videos—all playable on your computer! In this edition, Scott Mueller offers true insider information about several of the key components in a PC, including motherboards, solid-state drives, and more. You also can download PDFs of the complete 19th and 20th editions of this book.

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