

# A Guide to Computer User Support for Help Desk & Support Specialists



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A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, FOURTH EDITION focuses on key information and skills for user support professionals,

including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are described. This text continues many of the successful features of previous editions, including Tips, On The Web pointers, Check Your Understanding self-tests, discussion questions, hands-on activities, and case projects. With balanced coverage of both people skills and technical skills, this book is an excellent resource for those in or preparing for the technical-support field.

作者介绍:

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