A Guide to Computer User Support for Help Desk and Support Specialists

By Fred Beisse

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Current or future user-support professionals discover the critical people skills and exceptional technical knowledge 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 needed most to function effectively in a support position. Readers learn to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, train end-users and even handle budgeting and other management priorities. This edition prepares readers to work with the latest developments, from Web and e-mail-based support to Windows 7 and cloud computing. Leading HelpSTAR and Microsoft Office Project Professional 2010 software accompanying the text further reinforce user-support knowledge and skills.

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A Guide to Computer User Support for Help Desk and Support Specialists By Fred Beisse Bibliography

- Sales Rank: #243911 in Books
- Brand: Cengage Learning
- Published on: 2014-09-23
- Original language: English
- Number of items: 1
- Dimensions: 9.00" h x 1.10" w x 7.20" l, .0 pounds
- Binding: Paperback
- 704 pages

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Editorial Review

About the Author
Fred Beisse teaches Computer Information Technology at Lane Community College in Eugene, Oregon, where he has designed and led courses in user support, information analysis and visualization, project management, and geographical information systems. Beisse builds on more than 30 years of experience in computer management positions, where he has been responsible for end-user support, computer services, computer facilities planning, and operations management.

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