



A Guide to Computer User Support for Help Desk and Support Specialists, Third Edition

By Fred Beisse

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A Guide to Computer User Support for Help Desk and Support Specialists, Third Edition By Fred Beisse

A standard for help desk professionals and those considering becoming support professionals, this text focuses on key information for user support professionals, including decision making, communicating successfully with a client, determining the client's specific needs, and writing for the end user. This text has been updated to reflect the latest in support industry trends, especially the use of Web and email-based support. For those considering entering the field, alternate career paths for user-support workers are described. This edition has retained and updated the CloseUp feature, which details real-life scenarios of working professionals and issues in the workplace. With balanced coverage of both people skills and technical skills, this book is an excellent resource for those in the technical-support field.

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- Sales Rank: #1866168 in Books
- Brand: Brand: Course Technology Inc
- Published on: 2004-06-03
- Original language: English
- Number of items: 1
- Dimensions: 1.24" h x 7.32" w x 9.22" l,
- Binding: Paperback
- 576 pages

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Editorial Review

From the Publisher

Emphasizes real-world scenarios by describing the experiences of user support professionals at real companies. Contains a new on-going case project that illustrates how a company is impacted by the materials in each chapter. Reflects the latest technologies and trends, as well as the prevalence of the Internet in the support industry. Expands coverage of the role of personality types and work styles to understand end-user behavior. Contains Microsoft Office Project Professional 2003 software. Stresses troubleshooting throughout the book. Includes pointers to information resources frequently used by support professionals. Provides extensive and updated end-of-chapter exercises and case studies.

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.

Users Review

From reader reviews:

Martha Williams:

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John McKenzie:

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Sabrina Crockett:

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