

## Guide To Computer User Support 5th Edition

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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.

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

A Guide to Computer User Support for Help Desk and Support Specialists, 6th Edition - 9781285852683 - Cengage. Equip students with the critical people skills and technical knowledge to provide outstanding computer user support as this book emphasizes troubleshooting, problem solving, successful communication, determining a client's needs, training, and more.

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Computer User Support textbook companion website - Home

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