

# IT 284 Week 1 Assignment Defining Computer Support

**Follow the link to get tutorial - <http://entire-courses.com/IT-284-Week-1-Assignment-Defining-Computer-Support>**

IT 284 Week 1 Assignment Defining Computer Support

**This file IT 284 Week 1 Assignment - Defining Computer Support contains overview to this task:**

Write a 700-word paper in response to the following: You are a support technician manager building a help desk team. Your primary operation is to provide customers with service for hardware and software issues from a variety of PC platforms. Explain the position of a help desk worker to your newly hired employees. Your paper must include the following:

The different levels of customer service

The role of a support technician

Methods and tools required to support consumers

Distinctions between internal and external users and their requirements

Current trends in computer support.