

A Computer Support Specialist Helps Prevent IT Issues Proactively



PAVELCOMM

A Computer Support Specialist Helps Prevent IT Issues Proactively

Today, all businesses, large and small, need an information technology strategy and a computer system to support their goals and objectives. At a minimum, a business needs someone to act as a chief information officer (CIO) to manage hardware, software and other technical decisions in line with the company's business plan. The CIO also needs to manage the IT staff necessary to handle potential hardware and software problems and security issues. And when it comes to computers, every business needs at least one go-to person to resolve problems. This person is a computer support specialist.

What a computer support specialist means to your business

To begin with a definition, a [computer support specialist](#) is a technician that provides assistance to computer users. They provide advice to users within a business or organization on computer hardware and software and help them solve their problems. This job is so important, in fact, that a [US News article](#) says it's number 7 of the top 10 tech jobs! So, what exactly do they do?



Well, check out a few of their duties from this [list](#) from ONet:

- Oversee the performance of computer systems on a daily basis.
- Enter commands on how systems are functioning, ensuring correct operations and detecting errors.
- Set up equipment, ensuring that cables, operating systems, and/or softwares are installed correctly.
- Maintain records of data communication, installation activities, and actions taken to resolve issues.
- Contact vendors or technicians to service hardware or software when required.
- Train users in the proper use of hardware or software, or developing relevant training materials.
- Recommend software upgrades or improvements.
- Reading technical manuals and attending conferences and seminars to stay up to date.
- Hiring, supervising, and directing special project workers.
- Carrying out equipment inspections and reading order sheets to prepare for delivery to users.
- Customizing commercial programs for internal needs.
- Conducting office automation, including space design, workflow analysis, or cost comparison analysis.

Every business needs systems support

Almost half of the IT leaders polled in a ComputerWorld survey expected to [increase spending on IT](#). However, a big problem for small organizations is that they need to use their funds to serve their clients or customers. Their president or directors don't usually have the time or the experience to give proper attention to the day-to-day problems and potential issues that arise with computers and the internet.

Networks and the internet are important though, and they're supposed to support your data needs, not drain your funds. Every organization would like to have a computer support specialist at their beck and call, but small businesses often lack the funds for an in-house computer support specialist.

We have a solution to your IT dilemma! This solution will free you up to do what you do best – seeing that your business or organization can serve your clients and customers.

“**Networks and the internet are important though, and they're supposed to support your data needs, not drain your funds.**”



Pavelcomm is your IT Solution

At [Pavelcomm](https://pavelcomm.com), computer support specialists are an integral part of our managed service plan. We can oversee that all of your computer hardware, software and support needs, and everything is included in a flat monthly rate.

We will visit your organization and talk with you about your hardware and software needs. We'll work together to come up with an IT plan that is specific

to your organization's need. When you are comfortable with our design and implementation plan, we'll make sure you have around-the-clock support. We provide constant monitoring of your systems and make computer support specialists available to you. Our computer support specialists are the first step in proactively preventing IT issues.

Affordable IT Support

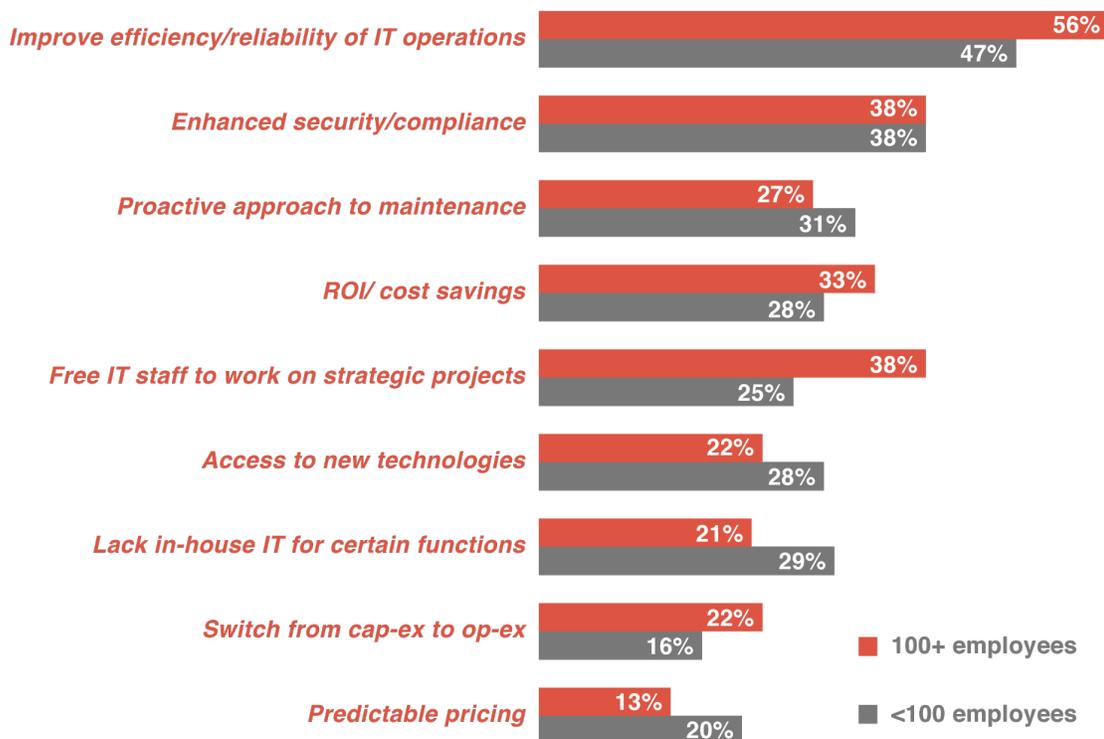
Managed service plans and the support that is included is a very affordable way to protect your business data, especially for smaller companies and organization that have limited in-house IT capabilities. Whether your company is large or small, taking a proactive approach can prevent IT problems from occurring, which will prevent business disruption and keep your critical data safe and secure.

We know that your staff doesn't have the time to stay up to date on all the new viruses and threats to your data. For most businesses, it's a matter of time before problems occur. [Pavelcomm](#) stays on top of new threats. Our business is to protect your data and monitor your systems around-the-clock,

so you never lose your business because of data loss.

If you need a computer support specialist and want to find out more about how our managed support plan can help your organization, [contact Pavelcomm](#) for more information and a free consultation.

Main Factors Driving End User Managed Services Decision



Source: CompTIA 4th Annual Managed Services Trends Study | Base: n=224 end user businesses using managed services



PAVELCOMM

Get In Touch

info@pavelcomm.com
(503) 223 5008

1640 NW 14th Ave
Portland, Oregon 97209