

## Desktop Support Technician Handbook Amp Study Guide

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IT help desk technicians provide technical support and troubleshooting services to end-users who need assistance with their computer hardware or software. There are two chief types of help desk technician: In-house and Remote. Remote help desk technicians support technology customers via phone, online and occasionally on-site.

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You are here: Home / Latest Articles / BPO & Customer Support / Top 50 Desktop Support Interview Questions & Answers. ... Desktop Support. 6) What is 'A' record and what is 'MX record'? 'A' record is also known as host record, and it can map the IP address by name. It is with this record that DNS can find out the IP address of a name.

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MCDST: Microsoft Certified Desktop Support Technician Study Guide: Exams 70 - 271 and 70 - 272 [Bill Ferguson, Brad Causey] on Amazon.com. \*FREE\* shipping on qualifying offers. If you're seeking MCDST certification, here's the book you need to prepare for Exam 70-271, Supporting Users and Troubleshooting a Microsoft XP Operating System

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Desktop Support Assistant, 4/2011-10/2012: Provided hands-on desktop support and setup. Conveyed instructions remotely through phone communications and web chat when necessary. Assisted with the installation and troubleshooting of all major Microsoft hardware and software.

Salary: Desktop Support Technician | Glassdoor  
Desktop Support Technician Salary. According to PayScale, an average Desktop Support Technician salary ranges from \$30,914 to \$60,992 per year in the United States. The Desktop Support Technician salary can range widely depending on their experience, location and other factors.

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