troubleshoots email connectivity issues; and determines reasons for bounce-back messages and applies appropriate solutions.

Performs voicemail configuration and password reset activities; sets up and schedules phone conferences; configures phone system announcements; manages help desk phone queues to track and assign incoming requests to appropriate staff; and configures auto attendants for departments.

Develops training materials and trains users on best practices related to computer and software usage; gives guidance on Laserfiche, phone, and voicemail usage; provides phone support and training for various software applications and online tools; and explains proper use of computer or mobile devices.

Participates in continuousequu 4ceme0.7(r)-0......Er7(o)-4 (n3c)1.3 2e)0.8 (s)-2.4 (e)0..5 (pho) (e)-i(i)-12 (p)-5 (utr)-1.7(