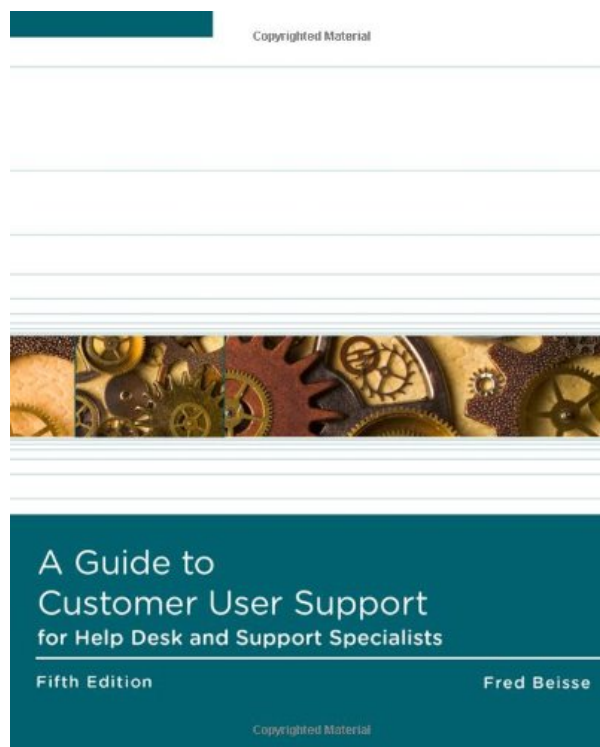# A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 5TH EDITION BY FRED BEISSE

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About the Author
Fred Beisse teaches Computer Information Technology at Lane Community College in Eugene, Oregon, where he has designed and led courses in user support, information analysis and visualization, project management, and geographical information systems. Beisse builds on more than 30 years of experience in computer management positions, where he has been responsible for end-user support, computer services, computer facilities planning, and operations management.

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- Sales Rank: #81250 in Books
- Brand: Brand: Course Technology Cengage Learning
- Published on: 2012-03-26
- Original language: English
- Number of items: 1
- Dimensions: 1.20" h x 7.10" w x 8.80" l, 2.20 pounds
- Binding: Paperback
- 688 pages

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