



# Service Desk

At Vector Tech Group, we understand that technical issues can disrupt your business at any time. That's why we offer a fully staffed IT Service Desk equipped with a variety of skills and experience, ready to provide you with quick and comprehensive solutions.

## Service Desk Supports:


- General PC Hardware Diagnosis ✓
- PC Client Network Connectivity / VPN Troubleshooting ✓
- Printers, Drivers, and Queues ✓
- User Account Admin & Email Box Creation ✓
- Microsoft Office 2013/2016/2019, 2021, 365, and Mac ✓
- Windows 7 - 11, MacOS, ChromeOS Support ✓
- Support for Internet Explorer 8.0+, Chrome, Safari, and Firefox ✓
- Anti-Virus & Malware questions or concerns ✓
- ConnectWise Automate - Remote Management & Monitoring ✓
- Microsoft Teams / Skype for Business ✓
- Virtual Desktop (Wyse, VMWare, VDI) ✓
- All Wireless Connectivity: Wireless 802.11, Apple & Android Products ✓





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