

ABSTRACT

Daffa Sultansyah, The Role of IT Support in Digitalized Information Systems. 2022.

The digitized information system greatly speeds up the work process. However, the system cannot run alone and requires maintenance. The system itself often has errors, malfunctions, downs, and cannot work properly. Therefore, it is necessary to have people who are experts in their field to do troubleshooting and maintenance of the system itself, that is IT support.

In the making of this report the methods used include observation, that is carrying out practices in accordance with the job description; discussions, that is having conversations with field supervisors and presenters; Literature review, that is reviewing written works or journals related to job descriptions.

In carrying out field work practices / field work there are several things that are done by IT Support, that is carry out maintenance of hardware, software, software testing, and troubleshooting. Carry out system maintenance, both software and hardware systems, carried out routinely. This treatment aims to ensure that the system runs normally without problems and extends the usability of the system itself. Ensuring all systems and applications on servers and hosting can be accessed.

The results of practical work carried out provide benefits for writers and companies as well as useful knowledge and experience. However, there are still many things that can be developed and perfected again while always keeping up with the times.

Keywords: IT Support, System, Maintenance