

# ROBERT SMITH

## Jr. IT Systems Manager

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### SUMMARY

Experienced, Information Technology Senior Systems Administrator, who excels in delivering strategic information technology solutions that achieve business objectives. Adept at providing the strategic and managerial direction for daily systems and operational functions of a nationally deployed Information Technology environment.

### SKILLS

Virtualization, IT Analyst.

### WORK EXPERIENCE

#### Jr. IT Systems Manager

ABC Corporation - 2008 – September 2014

- Leading national non-profit provider of legal support and training to prosecutors and law enforcement professionals.
- Manage and mentor IT support team tasked with the management of business wide network infrastructure, server, workstation and laptop infrastructure in support of 150 local and up to 1000 remote users.
- Oversee the maintenance of the companys wide and local area networks, (WAN and LAN).
- Manage secure local and remote access technologies.
- Manage Technical Assistance helpdesk environment servicing support needs of 6,000 prosecutors.
- Deployed an MS CRM4M and Dynamics based ERP system.
- Evaluated competition products such as SAP and found the best fit for the business.

#### IT Systems Manager

Delta Corporation - 1998 – 2003

- Manages day-to-day operations of the campuses and supervises technicians on those campuses.
- Performs job evaluations in cooperation with the IT director and campus directors for campus IT staff.
- Provides backup support on the campuses where needed.
- Travels to the campuses to observe and identify issues, troubleshoot, etc.
- Maintains inventory of hardware and software.
- This is Dummy Description data, Replace with job description relevant to your current role.
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### SCHOLASTICS

- Project Management Course - (Central Piedmont Community College - Charlotte, NC)