Asst. PC Support Technician

ROBERT SMITH

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Objective

Experienced Information Technology professional providing design, analysis, and administration of network, virtual, storage, and security systems. Excellent problem solving and customer service skills.

Skills

TCP/IP And Network Protocol Analysis, Cisco Switching.

Work Experience

Asst. PC Support Technician

ABC Corporation - August 2001 – February 2007

- Assist with the management of support technicians and users in an Active Directory environment.
- Intermediary contact for these individuals for all technical questions regarding Penskes application base.
- Instrumental in developing and implementing training material for Penskes Sales system and Help Desk.
- Actively involved in working with Networking and Security in the Sophos antivirus and firewall project.
- Responsible for the communication to the field for the new antivirus solution.
- Selected by IT Security to assist with the design and documentation of Penskes new firewall and pc antivirus policies.
- Ensured that new Help Desk technicians were fully aware of Penskes network and security policies.

PC Support Technician

ABC Corporation - 2000 – 2001

- Help desk troubleshooting and solving HP and Dell desktop problems for computer workstations Analyzed, planed, designed, and installed new personal computer systems.
- Network administered new user accounts, exchange mailboxes, and file sharing on servers.
- Reviewed, maintained and performed upgrades to existing personal computer systems.
- Investigated hardware and software problems and perform minor system hardware and communication connection repairs.
- Determined user specifications for hardware and software and perform purchasing of hardware and software to meet the users needs.
- Managed and maintaining hardware and software inventories.
- Assisted with patch management of desktop operating systems..

Education

Associates in Network Engineering - (Berks Technical Institute - Wyomissing, PA)