JUSTIN KNOPSNYDER
INFORMATION TECHNOLOGY TECHNICIAN

CAREER OBJECTIVE

Results-oriented professional with 2+ years of experience and a proven knowledge of network administration, firewall, and multiuser interface. Aiming to leverage my skills to successfully fill the Information Technology Technician role at your company.

EXPERIENCE

INFORMATION TECHNOLOGY TECHNICIAN
City of Elkhart, Indiana, Elkhart, IN / Feb 2019 - Present

- Install and troubleshoot Microsoft operating systems and wireless network systems.
- Install and terminate CAT-5e/CAT-6 cables where no previous network infrastructure existed previously.
- Responsible for the installation and administration of an organization's VPN software, antivirus, and firewall.
- Set up and operate Cisco WebEx telepresence equipment and software for official municipal board meetings and city court hearings.
- Administer the organization's Cisco AMP for Endpoint anti-virus software.
- Part of a rotating, on-call schedule every 2-3 weeks in support of the municipal fire department, police department, and dispatch.
- Responsible for the administration and diagnosing of the organization's Barracuda firewall.
- Receive, solve, and document findings from tickets submitted to the help desk.

✉ justinknopsnyder@gmail.com

📞 (574) 322-5808

📍 60182 County Road 9 Elkhart, Indiana, 46517

EDUCATION

CONCORD HIGH SCHOOL
46517, IN
High School Diploma (Feb 2008)

ADDITIONAL SKILLS

Ability to explain technical concepts to end-users in a non-technical way

Experience working in high-stress environments and with upset end-users.

Proficient with entire Microsoft Office Standard Suite (inc. Office 365)

Microsoft Windows Server deployment and administration

Ability to diagnose most problems stemming from TCP/IP errors and conflicts.

Know how to uninstall and install hardware to existing desktops and laptops.

Setting up users in Windows Active Directory and configuring Group Policy

United States Army Veteran of Operation Enduring Freedom in Afghanistan

CERTIFICATIONS

CompTIA A+ Certification