
Andy McCasland

Technical Services Consultant

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415-894-2231



Experience

Independent Computer Consultant / Contracted with One Click Fix LCC 11/2019 - 4/2020

- Main MSP Tech for Betterup.co and Humanintrest.com (200 users each)
- Respond to Technical requests for Device repair. Onsite and remote (Hardware and Software)
- Monitor the Helpdesk ticket queue and implement technical resources.

Independent Computer Consultant / Webmaster with San Francisco Beautiful 6/2018 - Present

- Manage All Technical issues in regards to SFB Operations
- Ensure the web servers, hardware and software are operating accurately.
- Design website and maintenance
- Generate and revise web pages.
- Examine and analyze sites.

Independent Computer Consultant / Contracted with SF City Elections 6/2018 - 9/2018

- Setup, configure 1046 Dominion Voting Machines the city of San Francisco Including Insight LAT (Logic & Accuracy Testing)
- Respond to Technical requests for Device repair. (Hardware and Software)
- Edge, Card Activator, VVPAT, cards, cartridges and VBM 400C Operator/Repair

Independent Computer Consultant / Contracted with Atomic Group 4/2017 - 5/2018

- Setup, configure and configure backup Machines for 20 Company clients remotely using Acronis.
- Monitor Helpdesk ticket queue and implement technical resources.
- Full Time on site Helpdesk with Client Pantheon as an Helpdesk Analyst.

Xerox Installation Technician / SFSU PROJECT 6/2016 - 10/2016

- Setup, configure and Installation of Xerox Machines
- Building of Xerox clone/setting specific to campus requirements
- Monitor tracking of printer replacement and new printer inventory
- Troubleshoot with Campus Network Administrators Firewall protocols to allow xerox printers to be whitelisted
- Update the device name, Install clone file, Update IP and DNS settings, Ensure SNMP settings are correct, Configure all non-clonable parameters, Update the device password and test all functionality of the device and connect end users to ensure they can print.

Corporate Technical Services Coordinator at Commune Hotels**12/2012 - 11/2015**

- Google Apps Administrator and lead Technical Trainer
- Responsible for twelve East Coast hotels including all technical issues, new hotel openings, upgrades, and issues from start to finish
- Lead contact with Google to head conversion of legacy systems and special projects

Information Technology at EmSense Corporation**10/2009 - 8/2011**

- Company Helpdesk Support Technician
- Provide computer and network technical support to users via email, telephone, remote desktop and in person

Circulation Desk Manager at Butte Community College Library**3/2008 - 10/2009**

- Post fines and fees to college Datatel system for overdue or lost materials
- Hire, train, and schedule student assistants
- Maintain the library reserve book collection
- Web Administrator for library webpage
- Maintain library computer labs and presentation equipment

Helpdesk Technician at Butte Community College**2/2004 - 3/2006**

- Provide computer and network technical support to users via email, telephone, remote desktop and in person
- Assist users with variety of technical issues on multiple platforms, operating systems, and applications campus wide, including: Blackberry phones and PDAs
- Provide computer training to users to ensure efficient and successful computing experience
- Implement hardware and software upgrades to ensure users have current and functional technology according to in-house standards.

Skills & Expertise

- Networking: Admin Cisco Meraki, Open VPN
- OS: Mac, Windows XP-10, Chrome OS, Windows Server, Unix, and Linux
- Devices: Blackberry, Android, and iPhone
- Software: Adobe Premiere, Illustrator, Photoshop, SSO (Okta), Apple DEP (MDM) and Jamf Pro
- Web development: CSS3, HTML5, JAVA, AJAX, PHP, Bootstrap, and MySQL

Languages

English and German

References

Won Aukaman *Senior Technician* 1-510-708-0308

Luis Aceves *Xerox Technician* 1-530-773-6730