Achim Nicklis

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Summary

Resourceful and results oriented IT Support Specialist with 20+ years of experience in providing creative solutions to support computing needs of complex scientific teams and in managing support staff

Experience

JISAO (Joint Institute for the Study of the Atmosphere and Ocean), University of Washington, Seattle (2011 to Present)

Computer Specialist at NOAA (National Oceanic Atmospheric Administration) in Seattle

Helpdesk administration, database design, data integrity control, content and information management, web administration, contract management, supervision, technical writing

- Install, maintain, and administer help desk software to meet IT support requirements for 25 technicians and 250 customers
- Design and manage Web sites to publish information for IT staff
- Migrate state climatologist's legacy website into WordPress meeting University branding and design requirements
- Enforce federally mandated Web policies and manage Web servers
- Gather and analyze Web usage statistics to improve traffic and visibility of science projects to justify and improve opportunities for additional funding
- Install and maintain search engines to improve access of documents online using keywords and meta information
- Develop online IT documentation and standard operating procedures
- Design and implement databases to efficiently manage internal projects, computing resources, credit card purchases, and asset management
- Consolidate data from multiple platforms and sources into unified reports for one-stop information gathering by IT staff and management
- Control and preserve data integrity of data sets with multiple inputs
- Automate data acquisition tasks through scripting and configurable data flows
- Install and configure helpdesk software, scripts, and apps on LINUX servers
- Establish new business rules after analysis of workflows
- Publish and archive work group documentation
- Author/edit articles on industry news for company newsletter to highlight upcoming technologies and federal IT regulations
- Procure computer equipment and manage maintenance contracts
- Supervise IT support staff
- Represent JISAO at the University's Health and Safety Committee
- Approve expenditures following University regulations

Contractor at NOAA, Seattle (1995 to 2011)

Computer Specialist at NOAA
- Designed an intranet to display collective information of working group
- Established routines for data collection, dissemination, processing and publication for management's need on reports

Programmer at Orrtax, Bellevue, WA (1994 to 1995)
- Programmed tax forms with proprietary software following strict IRS guidelines and standards of Orrtax

Research Assistant at the University of Wisconsin, Madison (1991 to 1992)
- Conducted climate research using computer models, time series and data, statistics and science

Investigative Clerk at VisaCard, Frankfurt, Germany (1988-1990)
- Investigated fraudulent charges. Reviewed file systems, micro fiche and computer traces
- Documented findings for internal investigation team and police

Skills

Helpdesk software: Numara Footprints
Relational databases: MS Access, MySQL, SQL server
Web: Apache, IIS, CGI, HTML, CSS, ASP, PHP, JavaScript, Dreamweaver, SharePoint
Web metrics: HTMLanalyze, Wusage, Webtrends, Zoom Search Engine
Scripting: PHP, Visual Basic, Perl
Operating systems: Windows, Linux
MS Office (MS Word, MS Excel, MS Access)
Freehand, Photoshop, Fireworks
WordPress

Demonstrated skill to supervise staff
Excellent written and oral communications skills in English and German
Excellent interpersonal skills
Experience in heterogeneous enterprise IT environment
Ability to adapt to change and growth in complex environments
Experience with federal guidelines
Experience in a scientific environment

Education

Master of Science (Atmospheric Science), University of Wisconsin, Madison, WI
Bachelor of Science (Meteorology), Goethe University, Frankfurt, Germany

References

Available upon request