

Jay Farber

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PROFILE

A proven Director of IT professional with significant experience in White Glove, C-Suite, Entertainment and Educational environments. An experienced developer of training, systems design and technical support programs. A successful network systems designer with architecture, strategy and deployment experience of products and services across the full range of customer segments. An effective translator and communicator of detailed technology concepts for technical decision makers and business decision makers.

AREAS OF EXPERTISE

Systems Design and Deployment
Support Strategy and Management
Organization Development
Requirements Definition and analysis
Troubleshooting
Management
Computer Hardware
Active Directory

Training Development and Implementation
Project Lifecycle Management
Project Budgeting and Cost Controls
Thought Leadership Research
Networking
Technical Support
System Administration
Apple Systems (over two decades)

PROFESSIONAL EXPERIENCE

SYSTEMS AND SUPPORT, DESIGN AND DEPLOYMENT

- As CEO and Director of IT for JFM Consulting: grew the company from establishment through 600+ percent growth, based upon recognition of clientele specific needs, supplying IT support services fulfilling those needs.
- Developed master plan for the evaluation and replacement of all hardware and software for the John Thomas Dye School Campus, Optimized network uptime to 99.9%, led a major network upgrade, and improved systems security and reliability plus increased end user ROI of all IT assets across a thirteen year span.
- Established guidelines for client need recognition and appropriate application of current technologies.
- Developed strong technical foundation as a network administrator over 3000-users, mixed-platform environments.
- Proven success working in high-volume environments, demonstrating strengths in rapidly diagnosing, troubleshooting and resolving client issues.
- Provided first-line Technical Support and Training for the Apple, Microsoft, networking hardware and software product lines.
- Played a critical role in the WFH initiative for which the recent Covid-19 pandemic made necessary. Set up a workflow to provision and deploy work from home "Jump" stations that allowed production artists, designers and project managers to leverage their powerful stations at work from their "Jump" stations from home. The workflow allowed for the small IT department to prep over 100+ users, within a week, to work from home.

TRAINING

- Established customer-facing training in use of Apple, IOS, Microsoft products for 3000 + faculty and student bodies across a dozen schools and many other clientele specific needs.
- Project manager requiring the planning, scheduling and execution of all stages of enterprise software, hardware and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets. Experience providing cradle-to-grave management over large-scale IT implementations. Excel at liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables
- Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
- Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects.
- Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.
- Provided research and communications, planning, messaging and coaching to Senior Executive Management for IT staff functions, placement's, ROI for hardware and software analytics, usage and definitions.

EMPLOYMENT HISTORY

CEO, Director of IT, JFM Consulting.
Senior Helpdesk/VIP Service, Robert Half

1998-2020
2019-2020

EDUCATION

Los Angeles Pierce College, Woodland Hills, California
Barnsley College, UK

AFFILIATIONS

ALPHA GAMMA SIGMA, SAG/AFTRA, AFM, AMA