|  |  |
| --- | --- |
| **Anthony Jones**  IT Management Professional | [tony@tstj.net](mailto:tony@tstj.net) • 650.444.4439  <http://www.linkedin.com/in/anthony-jones-it> • San Francisco, CA |

Summary

**Technically sophisticated IT leader with 15+ years of success in reinforcing policies, determining best practices, controlling costs, and ensuring strategic alignment with business goals within fast paced environments.**

Performance-driven and accomplished professional with track record of success developing, deploying, maintaining, and supporting LAN/WAN infrastructure network with keen focus on maximum optime/efficiency with zero downtime. Adept at supervising and evaluating IT supplies and inventory as per organization’s policies and procedures. Recognized for expertise in post-production video editing by joining audio/video clips and utilizing transitions, voice-overs, and overlays. Proficient at translating complex technical information into rationalized business terms. Instrumental in installing, configuring, and diagnosing various IT equipment, such as hardware, software, peripherals, networks, workstations, printers, and access points. Ability to hire, train, and develop team of IT professionals. Equipped with strong attention to detail, communication, leadership, and training skills.

Areas of Expertise

|  |  |  |
| --- | --- | --- |
| * Strategic Planning & Analysis * Project Management * Issue Identification & Resolution | * IT Operations Management * Technical Troubleshooting * Relationship/Partnership Building | * End-to-End Network Administration * Helpdesk Management * Team Development / Leadership |

Technical Proficiencies

|  |  |
| --- | --- |
| Platforms: | Microsoft Windows-based operating systems, Microsoft Office Suite packages, Citrix solutions, XenDesktop, Cisco Enterprise products, VPN for remote access, macOS, iOS devices. |
| Hardware: | iPad, iMac, tablets, desktops, laptops, printers, scanners, projectors, AV Polycom equipment, hardware configurations for PC/laptop computers, processors, drives, ram, network, video/sound cards |

Career Experience

L2Counsel, P.C, Palo Alto, CA 10/2020 – Present

Sr. Network/Technology Consultant

Solely responsible for all technology in new upstart law firm, supporting, secretaries, legal assistants, attorneys, and partner. Providing 1st, 2nd and 3rd level remote support during pandemic. Creating new users and email accounts utilizing Office365; set up laptops based on job function, visits to homes to assist with office setups for remote access work. Managing software installations and licenses. Instrumental in creating a business relationship with NetDocs to manage the firms document system which includes training, installation setups, and communication between the admins and Partner.

* Excellent working relationship with the partner and team members.
* New employee setups which include accounts and technology deployment.
* Migrated the firms email system from GoDaddy to Office365 in preparation for NetDocs.
* Enforcing security policies with mandatory password changes and two-level authentication.
* Creating an environment using Zero.ai software which assists in time tracking and filing emails to NetDocs.
* Remotely assisting in setting up mobile devices with firm email, NetDocs, and work-related applications.
* Deployment and support of Litera across all laptops to assist in comparisons and metadata scrubbing.
* Created Zoom accounts for the team and provided support for meetings and calls which proved to be very essential.

Sheppard Mullin Richter & Hampton LLP, Palo Alto, CA 04/2010 – 10/2020

Sr. Network/Technology Administrator

Solely administered all technological efforts in law firm, including staff, secretaries, legal assistants, attorneys, and partners. Provided 2nd and 3rd level support and oversaw resolution of first level issues. Created new users in Active Directory and email accounts via utilizing email management client (EMC); set up computers as per job description/title. Upgraded all hardware computers and servers, including memory, drives, network, and video/sound cards for each station. Managed software upgrades and leveraged pxe imaging process for 100+ workstations. Supported iManage and migration to NetDocuments as company’s latest document management system.

* Commended verbally and in writing from partners and executives for exceptional performance.
* Built and nurtured professional relationships with partners.
* Established desk phone extensions via Avaya Site Administration (ASA) and configured Avaya Equinox/Workplace to assist attorneys in making/receiving calls from mobile device.
* Orchestrated printer/copier support, involving installation of duplexers, toner, fusers, and maintenance.
* Implemented, replaced server hardware during late hours for “the always growing” network for LAN and WAN.
* Played key role in supporting Citrix and VPN applications to assist in remote access for attorneys.
* Enforced security policies with passwords and encryption hard drive methods.
* Deployed single sign-on two factor authentications for applications via Microsoft authenticator and Cyberark.
* Responsible for the setup and support of meetings using AV Polycom technology in all conference rooms.

Simpson Thacher & Bartlett LLP, Palo Alto, CA 11/2006 – 11/2009

Sr. IT Support Administrator

Single-handedly managed and supported law firm of more than 100 users. Engaged with headquarters office in New York for supporting law firm comprising 15 partners, 55 lawyers, paralegals, secretaries, and administrative staff. Installed, configured, and supported VPN with all laptops. Conducted various Blackberry functions, such as adding new/modifying existing users to Blackberry Enterprise Server, configuring devices, and completely supporting software platform. Provided Citrix support by diagnosing connection issues and installing required plug-ins and software updates.

* Improved LAN and wireless network functionality, including email, internet, intranet, and data site rooms.
* Installed and configured all access points across company to finalize wireless coverage range by collaborating with AT&T and Verizon to enhance service.
* Upgraded +75 Partners and Attorneys to new Blackberry devices, including Curve, Pearl, Bold, and 8800 series.

Education

Bachelor’s Degree, Broadcast/Electronic Communication Arts

San Francisco State University, San Francisco, CA

Additional Experience

Desktop Support Specialist | Customer Account Representative, Oncology Therapeutics Network, South San Francisco, CA.