**James F. Jackson**

Las Vegas, Nevada 89178

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**Systems Support Analyst**

*Accomplished history supporting organizational objectives and enhancing user productivity through effective management of IT systems and networks.*

**Areas of Expertise**

* Demonstrated success with vendors planning, researched incompatible software and OS, building, installing, configuring, and maintaining IT infrastructure and user hardware and software. Keen understanding of network mapping, routers, switches, and cabling.
* Talented troubleshooter skilled at identifying root cause and resolving hardware, software, and network issues to optimize performance, availability, and security.
* Adept at analyzing, developing, and implementing system qualification, integration, and acceptance test plans.
* Proven track record of planning and executing backup and recovery strategies, hardening and patching servers and systems and maintaining firewalls, antivirus programs, and endpoint protection.
* Practiced with writing knowledge base articles and documenting event chronology, escalations, and remediation activities in a comprehensible manner.
* Outstanding communication skills leveraged to communicate complex technologies to organizational leadership, users, and clients at all levels of technical competency.

**Technical Proficiencies**

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| *Platforms:* | UNIX, Windows, Mac OS, Microsoft Exchange, Solaris, Linux, Xserve, VMware. |
| *Protocols:* | TCP/IP, DNS, DHCP, VoIP, PBX Systems. |
| *Tools:* | SAP ERP, Active Directory, Microsoft System Center Configuration Manager, Citrix Server, SharePoint, JAMF Pro, Addigy, SharePoint, Ghost, Symantec Endpoint Protection, Backup Exec, and Altiris, Microsoft Office 360 & 2016 Suite, lxia lxNetwork Trafic Wizard, RingCentral phone system, |
| *Hardware:* | Servers, Routers, Cisco Meraki Switches, Controllers, Hubs, Cables, Desktops, Laptops, iPad, iPhone. |

**Professional Experience**

Apex /LVAC. Las Vegas, NV

Senior Systems Administrator (Jan 2020 – April 2020)

VMWare, Windows, Exchange and Networking Administrator, lxia lxNetwork Trafic Wizard, RingCentral phone system, perform integrity and security, Installing and upgrading Unix System software compatibility and maintain workstations and network.

Various Contractors Technology Support (Oct 2018 – Dec 2019)

Worked on various I.T projects: Desktop Support, Network Support, Windows 10 upgrade and distribution.

2020 Census Bureau Las Vegas, NV QC Lister (Aug 2019 – Oct 2019)

Went to Business and Home addresses to make sure they were at the precise location for the US map and GPS .

Online Computers, Las Vegas, Nevada

Apple System Administrator(May 25, 2018 – Aug 15 2018)

*Key Project:*

* Adelson Educational Campus:Oversaw virtual desktop infrastructure, physical and virtual servers, and internet systems for school campus and cutting-edge 5000 square foot technology lab. Performed deskside and remote troubleshooting to diagnose and resolve student, faculty, and staff hardware, software, connectivity, and access issues with iMac, MacBook Air and Pro, iPad, and peripherals. Imaged and deployed devises and mapped drives. Maintained network switches and identified degraded hardware, determined end-of-life, and replaced, installed, and configured new components. Setup VPN, controlled access, and created user accounts and passwords.
* Built IDF network closet; installed fiber, cat 5 and 6 cables, UPS’s, switches, and backup systems.
* Installed and configured Cisco Meraki switches.

Clark County School District, Las Vegas, Nevada

Support Technician(Sep 13, 2012 – May 21, 2018)

Supported and maintained PC Windows XP, Win7, Win 10, and Mac OS IT infrastructure serving 16 cities plus 25 alternative schools. Installed, configured, and repaired system hardware and software. Performed network and server diagnostics and troubleshooting to detect incidents and anomalies. Isolated and remediated issues to ensure minimal downtime to repair. Implemented data recovery and backup strategies and put in place endpoint security. Monitored and managed storage capacity, network switches, and dependencies. Updated and patched systems and applications. Configured user software, hardware, and peripherals. Used Active Directory to access and create client and hardware accounts, credentials, and passwords. Trained users on new systems and security best practices.

*Key Achievements:*

* Assessed needs and built dedicated servers for WIDA language proficiency and NSAT college admissions testing.
* Planned and executed migration from Novel to Active Directory Domain with zero user disruption or downtime.
* Automated backup of user profiles and data, and also used WordPress and Dreamweaver website editing.

Advanced Legal Systems, Las Vegas, Nevada

Systems Administrator, (May 2012 – Sep 2012)

Managed dedicated cloud for small to large size law firms while supporting 50 internal clients in Windows XP and 7 environment. Planned and implemented backup and recovery strategies. Updated and patched BIOs and systems and user software. Set security and user policies.

*Key Achievements:*

* Built and secured Dell PowerEdge 2950 servers running on Windows and Exchange to ensure optimal availability, performance, and security.
* Setup Exchange Admin Center.
* Installed wireless routers.

Las Vegas Review-Journal, Las Vegas, Nevada

Network Engineer, (Dec 2007 – Apr 2011)

Provided PC and Mac support for 600+ users for largest circulating daily newspaper in Nevada. Oversaw and maintained physical and virtual servers, hardware, and network services, including backup and disaster recovery, mobility services, security, and telecommunications. Installed, configured, and upgraded software, hardware, networks, operating systems, and business applications. Managed Network Operation Center (NOC) and continually monitored network to avoid degraded services. Analyzed system performance, performed troubleshooting, and diagnosed and resolved issues with servers, software, workstations, and network devices. Hardened servers, maintained antivirus programs and firewalls. Used Active Directory for access to network resources and assets; created user and hardware accounts, granted permissions, and set and reset passwords.

*Key Achievements:*

* Built video and audio network feeds, IP routers, hubs, and switches for multiple locations.

**Education and Training**

San Jose State University, San Jose, California

Computer Science