**Robert Getz** Mount Vernon, WA • 425-971-1056 • lifesgood@rgetz.com

**Profile**

Experienced IT support professional with 15+ years of supporting end-users, networks, and server infrastructure. Excel at providing end-user or customer support and leading others in the same by applying expertise in best practices, current technologies, network configurations, security standards, and troubleshooting. Seeking Application, desktop, or helpdesk support position.

**Key Skills and Abilities**

Desktop Support & Help Desk

System & Server Administration

Information Security

Network Engineering

Network Administration

Account & Security Administration

Virtualization & Cloud Services

Web Design

Process Analysis & Improvements

Provide onsite or remote assistance while managing systems, servers, and networks. Analyze and troubleshoot issues to accurately diagnose and quickly implement updates or fixes to restore full capability. Adhere to company guidelines as well as industry standards and best practices for information security and disaster recovery. Able to:

* Install and configure computers, servers and peripherals; manage and support networks, hardware, software, and services
* Update network infrastructure, virtualization solutions, and server architecture to improve connectivity and availability
* Install and configure Windows and LINUX networks, including Active Directory, DNS, and DHCP
* Create user accounts and permissions to allow users to properly access network resources
* Install and configure common software applications using manual methods and automated deployment solutions
* Test and deploy operating system and software patches or hotfixes in line with industry best practices
* Provide expertise to users and answer questions or requests for support or training on systems and software.

**Technical Expertise**

**Hardware** Servers, Desktops, Laptops, Thin Clients, Networking Equipment, Mobile Devices, Peripherals

**Operating Systems** Microsoft Windows & Windows Server, Linux

**Server Software** MySQL, Solar Winds, Citrix, Apache, Teletracking, Philips Intellispace,

**Virtualization & Cloud** Citrix Virtual Desktop, Dropbox, Ocean, Verizon Cloud, Office 365

**Networking** TCP/IP, Ethernet, VPN, DHCP, Active Directory, Group Policy, DNS, File Sharing & Permissions

**Business Software Epic,** Microsoft Office (Excel, Word, PowerPoint, Outlook), Microsoft Project, Crystal Reports, McKesson Star, Meds Manager, Cerner Lab, Centricity, Meditech, TPA, Rauland-Borg Responder, Emergin, MidMark, Ghost, Microsoft SCCM, Wire Shark, Symantec Endpoint Protection

**Work Experience**

**Shell Puget Sound Refinery 2018 – 2020**

Designated Service Engineer

Managed and controlled Radio maintenance, rentals and repairs of Motorola two way radio communication devices. Liaison between Shell and Northwest Communication, Motorola and Shell. Supported Mobile devices.

**Providence Health System - Everett, WA 2002-2018**

Associate Project Manager (2011 to 2018)

Led team of contract staff to deploy, maintain, and optimize performance of 1,200 PCs, 300 printers, and other peripherals. Oversaw rollout and asset management for 10,000 EPIC workstations across six acute care facilities.

Information Technology Specialist (2001 to 2011)

Provided technical support and troubleshooting for Northwest Service Area - consisting of more than 6,000 workstations. Served as team lead in mentoring support team, scheduling workflow, managing escalations, and compiling SLA reports.

**Education & Training**

Bachelor of Science in Business, Accounting & Finance - Central Washington University

**Certifications**

Microsoft Certified Professional & PMP (Inactive)