**JOSEPH J. VICTORY JR.**

**PROFESSIONAL EXPERIENCE:**

**Golden State Lumber, Richmond, CA**

**System Administrator/ Desktop Support**

**06/2019 – Present**

* Responsible for managing the IT needs of two sites
* Set up, deploy and support printers, workstations and thin clients ( i.e, IGEL )
* Install software packages
* System hardware repair
* Manage telecom devices; Cisco Phone set up and deployment w/ Call Tower
* Network cabling; network monitoring and troubleshooting
* Provide email and phone support
* Order IT related equipment as necessary
* Support Point of Sale software ( BisTrack ); support warehouse management software
* Record IT issues in SolarWinds ticketing software, including troubleshooting steps taken, as well as document resolutions for future reference.

**Touro University, Vallejo, CA**

**Support Technician**

**12/2018 – 05/2019**

* Assist with technical support for TUC desktop and laptop computers( PC & Mac ) as well as Cisco IP phones used by Students, Faculty, and Staff in support of college or service area goals and objectives.
* Assist with administration and technical support for college and service area specific software and hardware system needs
* Respond to user request for service, technical troubleshooting and helps develop solutions
* Provide on-site support and monitoring of events, including events scheduled outside of business hours
* Perform minor repairs to equipment and arrange for other servicing needs
* Work with various networking equipment such as POE switch devices( Netgear 4-port and TP-Link 5-port )
* Assist in determining appropriate software solutions to meet needs adhering to standards
* Provides user training and frontline support for; for desktop and laptop users, printer usage, wireless access, eFax, and VOIP services, projection, audio and other multi-media resources available on campus, as needed

**UC Davis., Davis, CA**

**Information Security Help Desk Analyst**

**10/2018 – 12/2018**

* Provide guidance to campus affiliates requesting passphrase resets by navigating the complex identify management and computer account processes at UC Davis.
* Provide excellent interpersonal communications for interactions with the campus community interacting with the Help Desk via telephone and email.
* Report, research, troubleshoot, and resolve problems and requests for Duo two-factor authentication, passphrase resets and account management services on Windows and Macintosh computer systems.
* Participate in meetings and ad hoc workgroups.
* Provide other technical services assigned by the supervisor or other designated managerial staff.

**Mariani Packing., Vacaville, CA**

**IT Support / Help Desk**

**02/2018 – 10/2018**

* Install, configure, administer, monitor, troubleshoot, and support all operating systems and enterprise/non-enterprise application software including, but not limited to: Microsoft operating systems and desktop applications, MS Outlook 2013 and O365 in a Windows environment.
* Set up and deploy workstations and peripherals ( monitors, mice and keyboards ).
* Provide email, chat and phone support for end users with Dell desktops/ laptops; Microsoft Surface Pro tablets and iPhones
* Record IT issues in SpiceWorks software, including troubleshooting steps taken, as well as document resolutions for future reference.
* Set up, create and delete user profiles in Active Directory while also creating their email accounts on MS Exchange Server 2010.
* Assist the network technician on special projects ( working with switches( Cisco Catalyst 2960-X-48 port ) and patch panels )
* Work on special assignments as assigned

**Genomic Health, Inc., Redwood City, CA**

**Technical Support Analyst I**

**06/2017 – 12/2017**

* Installed, configured, administered, monitored, troubleshot, and supported all operating systems and enterprise/non-enterprise application software including, but not limited to: Microsoft operating systems and desktop applications, MS Outlook 2013 in a Windows environment.
* Set up and deployed workstations and peripherals ( monitors, mice and keyboards ).
* Performed conference room checks to ensure audio/ visual equipment is operational.
* Configured and deployed Polycom enterprise desk phones.
* Recorded IT issues in ServiceNow software, including troubleshooting steps taken, as well as document resolutions for future reference.
* Provided over the phone support for customers with Dell desktops/ laptops; Microsoft Surface Pro tablets and iPhones.
* Set up, created and deleted user profiles in Active Directory; created end user email accounts in MS Exchange Server 2016/ Office 365.

**Trinchero Winery, American Canyon, CA**

**IT Support/ Help Desk Analyst**

**03/2016 – 03/2017**

* Installed, configured, administered, monitored, troubleshot, and supported all operating systems and enterprise/non-enterprise application software including, but not limited to: Microsoft operating systems and desktop applications, MS Outlook 2013 in a Windows environment.
* Recorded IT issues in ServiceDesk Plus software, including troubleshooting steps taken, as well as document resolutions for future reference.
* Provided over the phone support for customers with Lenovo desktops/ laptops and iPhones; Cisco IP phones
* Set up, create and delete user profiles in Active Directory while also creating their email accounts in MS Exchange Server 2010 deploy workstations.
* Assisted with IT Change Management requests to ensure no conflict with company policies.

**NCPHS, San Francisco, CA**

**IT Support/ Help Desk**

**12/2015 – 02/2016**

* Supported all NCPHS operating systems and enterprise/non-enterprise application software including, but not limited to: Microsoft operating systems and desktop applications, MS Outlook 2010, E-Set anti-virus;
* Recorded IT issues in Track-IT software, including troubleshooting steps taken, as well as document resolutions for future reference
* Managed user profiles in Active Directory while also creating their email accounts in MS Exchange Server 2007, promptly respond to IT issues, as assigned.

**Sutter Care at Home, Emeryville, CA**

**Technical Analyst**

**08/2015 – 11/2015**

* Android and iPad tablet build and configuration for new hires consisting of physicians, nurses and trainers using documented Sutter Care at Home setup procedures.
* Tablet compliance report review to prepare non-compliant device summary for senior analysts.
* Mobile device management (tablet and iPhone) assistance and asset management assistance as required
* Recycle and decommission old, unused tablets; technical documentation and procedure generation, as well as updating them as required.

**Kaiser Permanente, Vallejo, CA**

**Desktop Support**

**03/2015 – 04/2015**

* Supported a Microsoft based network; installed and maintained LAN/ WAN based hardware and software network.
* Troubleshot network usage and computer peripherals.
* Installed new users; installed/ upgraded older software to newer, enterprise software applications using Nexdgen.
* Assisted with PC installation, maintenance, email administration.
* Deployed computer workstations; performed Active Directory password resets.
* Ran XD scripts; asset management; some cable management; troubleshot issues with Stargate (software application) used by nurses and call center representatives.
* Utilized BMC Remedy as ticketing system.

**COMPUTER SKILLS:**  
Windows XP, Windows Vista, Windows 7, LAN/ WAN, Windows 8, BMC Remedy, MS Suite, Siebel, Filemaker Pro, Epiphany, Sitescope, HP Openview, Internet Explorer, Firefox, LivePerson, Cerner PowerChart, FirstNet, CPOE, PowerPlan, HIPAA, EPIC ClinDoc & EPIC Orders, EPIC Cadence/ Prelude, Care Compass, EPIC Ambulatory, EPIC Asap, Active Directory, DSM Remote Viewer, Sharepoint, Oracle, DNS, TCP/IP, UNIX, Nexdgen, VPN, Lotus Notes 8.5, Stargate, Samsung Galaxy 3/ Samsung Galaxy 4, Mobile Device Management ( MDM ) Good for Enterprises and MaaS, Airwatch, LogMeIn, TeamViewer, MS Lync-Skype( for Business ), ServiceDesk.

**EDUCATION:**

San Francisco, CA

San Francisco State University - Bachelor's Degree - Social Work (BSW)

Network + ( presently studying ) through Cybrary.it