**James S. Mansir**

52 Joan Trail

Sidney, Maine 04330

(207) 441-7100

barmace@gmail.com

**Education**

2005 Completed 16 weeks of MCSE/MCDBA hands on training, currently A+ / Net + / MCP Certified / Network Systems Engineer Certificate

**Work Experience**

December 2020- Present I currently work as a contractor for Robert Half at Sappi Paper. I work as a Desktop Support. I am in charge of troubleshooting all the software and hardware. I work with Active Directory, File Server, and SCCM to push out applications and images to PC’s

Nov. 2019 to April 2020 I was contracted out to different small business to support whatever they needed, Printers, Wire and Wireless troubleshooting, computer issues. Closed due to COVID- 19

Dec. 2018 – Nov. 2019 Bedard’s Pharmacy. I work as a IT Tech. I work as a Domain Administrator and Desktop Support.

May 2008 – Sept. 2017 Maine General Health, I work as a Systems Engineer, and I wore many hats. There were approximately 300 -500 servers in a mix of Hyper-V and Hardware. I used Exchange Management Console to set up email accounts, Distribution lists, Group list. I was extremely relied on to managed Active Directory. ITARF (It Access Request Form) was used for most of the work that needed to done. It was used to add, remove, change, and set up user permissions in email, Active Directory, and Citrix. I worked closely with many departments, which included Users, Supervisors, Directors, and Vice Presidents. For troubleshooting user issues, I used Maximo ticketing system. I had two Major file servers that users needed access to and I was responsible to look at the ITARF or Maximo tickets to set up groups to give access to these servers. I set up IP addresses and create print queues and gave they information to Desktop to set up the printers. I worked with them when there was an issue with a printer also. At times Vendors would be required to access certain servers. It was my responsibility to set them up in Citrix to access the server requested. My main job was to support the Users and Servers. I was valued throughout the Organization for my exemplary customer service, receiving multiple accommodations. I had basic knowledge of all system software so that I could help or find the correct person to help the user.

July 2002- May 2008 Maine General Medical Health,. I work as a Desktop Support Technician. Ensure all the systems are running at their potential by addressing any user issue in a timely manner and verify that it meets their standards. The most important part of my job was troubleshooting user problems. This included CRTS, Printers, Keyboards, Software. I was also responsible to do some general office duties. Because of my work ethic I was promoted to Systems Engineering.

**Hardware/Software Duties**

• Axcient for Backup support

• Access Policies, Caching, and VPNs

• Lead support ROAM

• Baracuda for mail filtering

• Backup support 2X

• Dameware for Remote support

• Implementation and Support Microsoft Server 2003 – 2012 Environment

• Implementing Active Directory Users and Groups

• Installation of ISA Server 2012

• Ipartner for Remote Management Servers

• Manage Citrix Environment

• Manage Disaster Recovery

• Maintain Active Directory Services

• Manage Users, Groups and Computers thru Active Directory

• Manage Resource Access

• Manage Hardware, Disks and Logical Devices

• Manage the Server Environment

• Manage Hyper-V Environment

• Manager Exchange 2010 through Exchange Management Console

• Manage Backup and File Restore through Networker

• Manage Firewalls and Access to Internal Resources Through Sophos

• Manage Mail filtering with Ironport

• Manage File Restore through Networker

• Monitoring, Reporting, and ISA Server Enterprise Edition

• Network Infrastructure and Active Directory Physical Design

• Network Infrastructure Physical Design II - Internet Connectivity

• Network/Hardware realtime reporting through Solarwinds

• Planning the Network Infrastructure

• Planning for Name Resolution

• Planning for Network Availability

• Planning Server Roles and Server Security

• Planning a Security Infrastructure

• Planning / Managing File Servers

• Planning / Managing Print Servers

• Support of Outlook 2000 – 2016

• Support of Microsoft Office 2000-2016 and 365

References

|  |  |
| --- | --- |
| Edward Rackliff  10 Albee Road  Augusta, ME 04330  (207) 622–5240  errackliff@myfairpioint.net  Technical Client  Known 20 Years  David Martin  33 West Ridge Road  Sabattus, Maine 04280  (207) 375-8639  bllade@roadrunner.com  Team Leader Co-Worker  Known 20 Years | Valerie Lachance  146 Hankerson Rd  Chelsea, ME 04345  (207) 582-8202  Valerie.Lachance@mainegeneral.org  RN Co-Worker  Known 20 Years  Maine General Health Center  35 Medical Center Pkwy  Augusta, ME 04330  (207) 626-1000 Human Resources  hr@mainegeneral.org |