**Jeff E. Wilson**

**SUMMARY:**

* Desktop/Help Desk Support Analyst with experience building, installing, upgrading, troubleshooting and maintaining PC hardware, servers, software and related peripherals.
* Experienced with SCCM as well as building and installing PCs and laptops from scratch running Windows 7 and 10, Windows Server 2003-2008R2, Office 365, Active Directory and SharePoint.
* Technical analysis and troubleshooting (Tier II) of networking, server, hardware and software issues using Remote Desktop, VPN, MS DOS, and various ticketing programs.

**TECHNICAL SKILLS:**

* Windows 95/98/NT/2000/XP/Vista/7/8/8.1/10 creator edition
* MS-DOS.
* Typing -60 WPM
* Microsoft Excel/Word/PowerPoint/Front page
* Beginner knowledge of C++
* Microsoft Outlook
* IBM Lotus Notes
* SharePoint
* Active Directory
* Remote Desktop/PC Anywhere
* Marimba
* AS400
* VPN
* Microsoft Server 2003
* Microsoft Server 2008 R2
* ITSM Service Manager
* Remedy
* Office 365
* Spiceworks
* Connectwise

**PROFESSIONAL EXPERIENCE:**

**Triad Technology Group - Portland, OR May 2020 to Present**

**IT Asset Technician**

* Replaced out of warranty devices (Laptop, desktops, specialty laptops)
* Image workstations for company of 10,000+ user based across the Multnomah county using managed SCCM client.
* Deployment of workstations in person and remotely.
* Provide excellent communication to every interaction.
* Provide feedback to developer group of bugs and broken items in collections.
* Put together out of warranty devices for disposal to local non-profit.
* Complete work tasks, service tasks, move requests, and any other task management has for worker.

*Technical Environment:*

* SCCM
* Google Suite
* Service Now
* Big IP Edge Client
* McAfee
* Active Directory
* Microsoft Office

**Insight Global - Lake Oswego, OR May 2019 to Dec. 2019**

**Desktop Imaging Specialist/Service Desk Specialist**

* Image workstations for company of 10,000+ spread across the entire globe using company managed SCCM client.
* Manage special request workstations and communicate with outside vendor in order to obtain quotes for purchasing specialty devices.
* Deployment of workstations, both in person and in remote areas.
* Setup electronic disposals, protecting company data by wiping every device before leaving the facility.
* Maintaining the incoming and outgoing of assets, not currently being tracked (such as monitors, docking stations, and imaged computers).
* Assisted colleagues with their technical issues and provided assistance when needed.

*Technical Environment:*

* SCCM
* Microsoft Office
* Active Directory
* InTune

**The Rockridge Group - Portland, OR Mar. 2019 to Apr. 2019**

**Support Technician**

* Unbox computer monitors, install, and configure each desk in preparation for new employees start date.
* Temporary contract to help setup workstations for end users.

**Entre Computers Inc. - Portland, OR Jan. 2018 to Mar. 2018**

**Service Desk Support Analyst**

* Install, diagnose, repair, maintain, and upgrade all PC hardware and equipment to ensure optimal workstation performance.
* Desktop Support, Imaging
* Receive, prioritize, document, and actively resolve end user help requests.
* Use diagnostic and help request tracking tools.
* Troubleshooting hardware, software, and network problems (in person, by telephone, or via e-mail) in a timely and accurate fashion.
* Provide client assistance where required.
* Assist in the design, delivery, and improvement of in-house software applications training programs.

**Den-Tech - Eugene, OR Jun. 2017 to Nov. 2017**

**IT Support Specialist**

* Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
* Install and configure systems such as supports GIS infrastructure applications or Asset Management applications.
* Develop and maintain installation and configuration procedures.
* Contribute to and maintain system standards.
* Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
* Perform regular security monitoring to identify any possible intrusions.
* Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
* Perform regular file archival and purge as necessary.
* Create, change, and delete user accounts per request.
* Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
* Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
* Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
* Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
* Maintain operational, configuration, or other procedures. Desktop Support, Imaging.
* Perform periodic performance reporting to support capacity planning.
* Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
* Used Citrix, Windows Server 2008 r2, Windows server 2003
* Maintain data center environmental and monitoring equipment.

**Organically Grown Company - Eugene, OR Dec. 2015 to Jun. 2017**

**Technical Support Analyst**

* Build, Install, diagnose, repair, maintain, and upgrade all PC hardware and equipment to ensure optimal workstation performance using Windows 7 and 10 OS, Windows Server 2003 – 2008R2.
* Receive, prioritize, document and actively resolve end user help requests.
* Use diagnostic and help request tracking tools.
* Troubleshooting hardware and software problems (in person, by telephone, or via e-mail) in a timely and accurate fashion.
* Provide client assistance where required.
* Assist in the design, delivery, and improvement of in-house software applications training programs.

*Technical Environment:*

* Windows 7/10 creator edition - Building machines with no OS.
* MS-DOS - Network troubleshooting.
* Office 365 - Admin functions, Email interpretation, QA support.
* Microsoft Excel/Word/PowerPoint/Front page - QA support, how to
* Microsoft Outlook - Email interpretation, QA support,
* SharePoint - QA support
* Active Directory - Adding/deleting users, Auditing.
* VPN - Global Protect, Cisco anywhere connect programs are the VPN clients I have experienced with.
* Spiceworks - Ticketing program
* Connectwise - Ticketing program
* Remote Desktop - Remote trouble shooting

**NWEA - Portland, OR Sept. 2015 to Oct. 2015**

**IT Support -Tier 1**

* Receive technical-related calls from partners inquiring how to use software products, services, and reports.
* Investigate and resolve incidents regarding software products, services, and reports.
* Guide partner through diagnostic procedures by listening to and providing instructions to partners.
* Resolve questions by applying knowledge of computer software and procedures.
* Document service activity by recording clear, concise, accurate, and detailed case notes for every partner interaction.
* Create high quality and consistent partner and staff written communication.
* Escalate advanced technical issues as needed and alert management of flaws found in software products and services.
* Identify the root causes of incidents and determine whether incident is caused by improper procedures or by a programmatic error.
* Utilize resources such as knowledge base, diagnostic tools, and collaboration with co-workers to research incidents and find solutions.
* Perform other duties as assigned to ensure success of the team and organization.

**Kaiser Permanente - Portland, OR Jan. 2013 to Jul. 2014**

**Desktop Support Technician**

* Support a robust Microsoft based network running XP, Windows 7 and Lotus Notes.
* Received assets, moved equipment within and/or between facilities. Managing incoming and outgoing.
* Staged equipment for build/image activity. Prepare systems for deployment.
* Executed equipment replacement activity.
* Installed and maintain PC hardware and software, troubleshooting network usage and computer peripherals. Performed system backups and data recovery.
* Transporting equipment using a vehicle provided by supplier/contractor between multiple facilities within an assigned service area.

*Technical Environment:*

* Remote Desktop/PC Anywhere - Remote support
* Remedy - Ticketing program
* Active Directory - Adding/deleting users, Auditing.
* SharePoint - QA support
* VPN - QA support, network trouble shooting.
* Batch imaging workstation

**Kaiser Permanente - Portland, OR Jul. 2012 to Jan. 2013**

**Desktop Support Technician**

* Support a robust Microsoft based network running XP, Windows 7 and Lotus Notes.
* Received assets, moved equipment within and/or between facilities. Managing incoming and outgoing.
* Staged equipment for build/image activity. Prepare systems for deployment.
* Executed equipment replacement activity.
* Installed and maintain PC hardware and software, troubleshooting network usage and computer peripherals. Performed system backups and data recovery.
* Transporting equipment using a vehicle provided by supplier/contractor between multiple facilities within an assigned service area.

*Technical Environment:*

* Remote Desktop/PC Anywhere - Remote support
* Remedy - Ticketing program
* Active Directory - Adding/deleting users, Auditing.
* SharePoint - QA support
* VPN - QA support, network trouble shooting.

Experience prior to 2012 available upon request

**EDUCATION:**

* Sandy High School Graduated in 2000, 3.5 GPA High School Diploma
* Microsoft Office word processing applications.
* STRUT computer class