Joseph Victory

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Work Experience

System Administrator/ Desktop Support

Golden State Lumber - Richmond, CA

June 2019 to Present

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

Support Technician

Touro University - Vallejo, CA December 2018 to May 2019

* Assist with technical support for TUC desktop and laptop computers( PC & Mac ) as well as Cisco IPphones 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, wirelessaccess, eFax, and VOIP services, projection, audio and other multi-media resources available on campus, as needed

Information Security Help Desk Analyst

UC Davis - Davis, CA

October 2018 to December 2018

* Provide guidance to campus affiliates requesting passphrase resets by navigating the complexidentify management and computer account processes at UC Davis.
* Provide excellent interpersonal communications for interactions with the campus communityinteracting 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.

IT Support/ Help Desk

Mariani Packing - Vacaville, CA

February 2018 to October 2018

* Install, configure, administer, monitor, troubleshoot, and support all operating systems andenterprise/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 SurfacePro tablets and iPhones
* Record IT issues in SpiceWorks software, including troubleshooting steps taken, as well as documentresolutions 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-48port ) and patch panels )
* Work on special assignments as assigned

Technical Support Analyst I

Genomic Health, Inc - Redwood City, CA

June 2017 to December 2017

* Installed, configured, administered, monitored, troubleshot, and supported all operating systemsand 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 asdocument resolutions for future reference.
* Provided over the phone support for customers with Dell desktops/ laptops; Microsoft Surface Protablets and iPhones.
* Set up, created and deleted user profiles in Active Directory; created end user email accounts in MSExchange Server 2016/ Office 365.

IT Support/ Help Desk Analyst

Trinchero Winery - American Canyon, CA

March 2016 to March 2017

* Installed, configured, administered, monitored, troubleshot, and supported all operating systemsand 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 asdocument resolutions for future reference.
* Provided over the phone support for customers with Lenovo desktops/ laptops and iPhones; Cisco IPphones
* 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.

IT Support/ Help Desk

NCPHS - San Francisco, CA

December 2015 to February 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 antivirus;
* Recorded IT issues in Track-IT software, including troubleshooting steps taken, as well as documentresolutions for future reference
* Managed user profiles in Active Directory while also creating their email accounts in MS ExchangeServer 2007, promptly respond to IT issues, as assigned.

Technical Analyst

Sutter Care at Home - Emeryville, CA August 2015 to November 2015

* Android and iPad tablet build and configuration for new hires consisting of physicians, nurses andtrainers 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.

Desktop Support

Kaiser Permanente - Vallejo, CA

March 2015 to April 2015

* Supported a Microsoft based network; installed and maintained LAN/ WAN based hardware andsoftware network.
* Troubleshot network usage and computer peripherals.
* Installed new users; installed/ upgraded older software to newer, enterprise software applicationsusing 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.

Education

**Bachelor's Degree in Social Work**

San Francisco State University - San Francisco, CA

Skills

Active directory, Dns, Hipaa, Openview, Remedy, Tcp/ip, Tcp, Vpn, Internet explorer, Epiphany Sharepoint, Bmc, Hp openview, Mdm, Siebel, Epic, Cerner, Oracle, Unix, Lan

Additional Information

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 Mobile Device Management ( MDM ) Good for Enterprises and MaaS, Airwatch, LogMeIn, TeamViewer, MS Lync-Skype( for Business ), ServiceDesk.