

JASON SCHRIVER

CONTACT INFORMATION:

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WORK EXPERIENCE

FEB 2018 - PRESENT IT Professional Assistant at EASTERN WASHINGTON UNIVERSITY

Duties:

- Provide field support via Service Center dispatch for IT incidents with a minimal turnaround time.
- Install/configure software and assist users remotely using Bomgar.
- Coordinate with multiple vendors to arrange repair services for campus computers and projection systems.
- Deploy OS images on computers using Smart Deploy and JAMF Self-Service.
- Maintain Responsible Print Service (RPS) system based on Pharos Uniprint.

Accomplishments

- Received praise from numerous departments on campus for quick response time.
- Developed system for checking out laptops and adapters from Service Center which has reduced loss.
- Researched Asset Management Systems and solicited input from several IT areas to gauge usefulness.

JUN 2017 - PRESENT SEP 2015 - PRESENT Help Desk Student Lead at EASTERN WASHINGTON UNIVERSITY Help Desk Student Specialist (Combined Roles)

Lead Duties:

- Hire, oversee and schedule up to 10 student employees in two locations.
- Train student-employees on phone systems, account management tools and walk-up services.
- Collaborate directly with Senior-level staff to provide student perspective.

Specialist Duties:

- Assist with university computer systems, primarily via phone support.
- Perform maintenance and provide software/hardware support for both EWU-/Student-owned devices.
- Prepare excellent documentation of accepted procedures used by department and clients.
- Assist FT Staff with setup/delivery of iPhones, iPads and Android devices, condition used devices for re-use.

Accomplishments:

- Created for clients, updated information on or resolved over 3,000 IT Incidents
- Migrated all training documentation to Canvas course to enhance accessibility.
- Performed audit of hours of operation and reduced staffed time by 25% without negative impact to clients
- Created advertisements for Help Desk/STF services such as LinkedIn Learning for display on campus.
- Digitized Repair Contracts and visit forms using Microsoft Forms and SharePoint to allow for analytics
- Worked with TSS Manager to collect usage data on LinkedIn Learning/LyndaCampus to submit to EWU STFC using a combination of quantitative data from vendor and qualitative data from "active" users of the service.

OCT 2014 - JUNE 2015 ITS Student Assistant at UNIVERSITY OF WASHINGTON

Duties:

- Responded to Help Desk requests for computing assistance on more than 1,000 public and staff computers across 12 Libraries, consistently providing service on same day as request.
- Repaired faulty hardware and installed/provided support for various software.
- Took on a neglected recurring project of inventoring, preparing and delivering all retired technology to Surplus, removing devices from storage that had sat for 5+ years.
- Gave input for successful proposal to UW STFC for \$325,000 in funding for new technology.

EDUCATION

FALL 2015 - JUNE 2019 Bachelor of Arts, Education in SPANISH at Eastern Washington University, Cheney, WA

- Minors: CHEMISTRY EDUCATION and COMMUNICATION STUDIES
- GPA: 3.4/4.0, Multiple Inclusions on Dean's List

SPECIAL SKILLS AND CERTIFICATIONS

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|------------------|---|
| Software: | •Microsoft Office •Windows XP - 10 •Mac OS X •Linux •Android •iOS |
| Programming/Web: | •HTML •Java • TeX •Linux Bash •PHP •Wordpress |
| Certifications: | •College Reading & Learning Association: Certified Tutor - Level 1
•College Reading & Learning Association: Advanced Certified Tutor - Level 2
•Studying for CompTIA A+ 220-901/220-902 |