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 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 and implemented system for checking out laptops, adpaters and video conferencing equipment from Service Center resulting in reduced loss.
- Researched Asset Managment Systems and solicited input from several IT areas to gauge utility.

Jun 2017 - Present — Help Desk Student Lead at Eastern Washington University
Sep 2015 - Present — Help Desk Student Specialist (Combined Roles)

Lead Duties:
- Hire, oversee and schedule up to 10 student employees in two locations.
- Train student employees on Cisco IP 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 and maintain excellent documentation of accepted procedures used by department and clients.
- Assist FT Staff with setup/delivery of iPhones, iPads and Android devices. Prepare 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 and collaboration.
- Performed audit of hours of operation and reduced labor hours 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 requested.
- Repaired faulty hardware and installed/provided support for various software.

Accomplishments
- 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, Skills, Certifications

In Progress

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
- Secretary & Treasurer, EWU Astronomy Club

Software:
- Microsoft Office •Windows XP - 10 •Mac OS X •Linux •Android •iOS

Programming/Web:
- HTML •Java •LaTeX •Linux Bash •PHP •Wordpress

Certifications:
- College Reading & Learning Association: Certified Tutor - Level 1
- College Reading & Learning Association: Advanced Certified Tutor - Level 2
- Awarded *Facilitator of the Month* for Chemistry Course Facilitation, Fall 2017
- Studying for CompTIA A+ 220-901/220-902

Name:	Joshua Rux, Network Engineer, Medical Lake School District
Address:	2 E. Chattaroy Rd. Colbert, WA 99005
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Relationship:	Former Co-Worker

Name:	Donita Torres, Assistant Professor of Education, Eastern Washington University
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Relationship:	Professor of Education Classes

Name:	Frank Petrilli, Network Engineer, Google Cloud Platform
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Relationship:	Former Classmate in Computer Science Classes