

# Jason SCHRIVER

## CONTACT INFORMATION:

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## WORK EXPERIENCE

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FEB 2018 - PRESENT | IT Professional Assistant at EASTERN WASHINGTON UNIVERSITY

- Provide hands-on support for technology resources on campus via Service Center dispatch for high urgency requests.
- Coordinate with vendor support for malfunctioning equipment still in-warranty.
- Deliver retired equipment to Surplus.
- Deploy OS images on new and in-use computers using Smart Deploy and JAMF Self Service.
- Maintain/Replace Responsible Print Service (RPS) printers used on Pharos Uniprint system.
- Replace batteries in desktop-grade UPSs.
- Activate ports in BETs/IDFs.

JUN 2017 - PRESENT | Help Desk Student Lead at EASTERN WASHINGTON UNIVERSITY

Manage scheduling of student-employees, conduct interviews to hire new workers, manage conflicts between employees. Train student-employees on phone systems, account management tools and walk-up services. Create and maintain training documentation for staff. Advertise Help Desk Services through fliers, posters, and online presence. Collaborate directly with Senior Manager of Campus Technology Services, Service Center Supervisor, and Desktop Solutions Manager to provide student perspective. Run reports on data collected through ServiceNow and in-house solutions to maximize efficiency in scheduling students. Continued Help Desk Specialist Duties as detailed below

SEP 2015 - JUNE 2017 | Help Desk Student Specialist at EASTERN WASHINGTON UNIVERSITY

Assist with university computer systems, primarily via phone support. Perform maintenance and provide software/hardware support for both EWU and Student-owned desktop and laptop computers. Prepare excellent documentation of accepted procedures used by department and clients. Assist Full-Time Staff with deployment of MDM-managed iPhones and iPads and condition used devices for re-use.

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

Provided IT Support for 12 Libraries. Utilized DISM Image Deployment to prepare new machines and repurpose current inventory. Repaired faulty hardware and provided support for many different vendors' software. Inventoried, prepared and delivered all retired technology to Surplus. Responded to Help Desk requests for computing assistance on more than 1,000 public and staff computers. Gave input for successful proposal to Student Technology Fee Committee for \$325,000 in funding for new technology.

## EDUCATION

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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, Dean's List Fall 2016, Winter 2018

## SPECIAL SKILLS AND CERTIFICATIONS

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Desktop:	•Microsoft Office 97-2016 •Windows XP - 10 •Mac OS X •Linux
Mobile:	•Android as primary device •iOS as secondary device
Programming/Web:	•HTML •Java • $\text{\LaTeX}$ •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

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