# 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 adpaters from Service Center which has reduced loss.
- Researched Asset Managment Systems and solicited input from several IT areas to gauge usefullness.

**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, 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:**
**Programming/Web:**
**Certifications:**
- Microsoft Office •Windows XP - 10 •Mac OS X •Linux •Android •iOS
- HTML •Java •LaTeX•Linux Bash •PHP •Wordpress
- 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

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| Name: | Joshua Rux, Network Engineer, Medical Lake School District |
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| Relationship: | Former Co-Worker |

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

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