

JASON SCHRIVER

CONTACT INFORMATION:

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WORK EXPERIENCE

FEB 2018 - PRESENT	IT Professional Assistant at EASTERN WASHINGTON UNIVERSITY
Duties:	<ul style="list-style-type: none">•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	<ul style="list-style-type: none">•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	Help Desk Student Lead at EASTERN WASHINGTON UNIVERSITY
SEP 2015 - PRESENT	Help Desk Student Specialist (Combined Roles)
Lead Duties:	<ul style="list-style-type: none">•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:	<ul style="list-style-type: none">•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:	<ul style="list-style-type: none">•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:	<ul style="list-style-type: none">•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
	<ul style="list-style-type: none">•Minors: CHEMISTRY EDUCATION and COMMUNICATION STUDIES•GPA: 3.4/4.0, Multiple Inclusions on Dean's List

SPECIAL SKILLS AND CERTIFICATIONS

Software:	•Microsoft Office •Windows XP - 10 •Mac OS X •Linux •Android •iOS
Programming/Web:	•HTML •Java • \LaTeX •Linux Bash •PHP •Wordpress
Certifications:	<ul style="list-style-type: none">•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