John Josephsen

Bloomfield, NJ • https://www.linkedin.com/in/john-josephsen/ • jjosephsenyt@gmail.com • 973-619-2981

Education

Montclair State University   **Montclair, NJ**
- Bachelor of Science, Computer Science   **May 2023**

Technical Skills

Software: Microsoft Office, JAMF, Azure, AD, SCCM, ISE, ServiceNow, WordPress, Bitlocker Encryption, VirtualBox, Ghost
Programming Languages: Java, Python, Bash, JavaScript, TypeScript, SQL, PHP, CSS, C++
Hardware: General computer maintenance and repairs, Apple hardware repair qualified

Experience

Montclair State University
Per Diem Desktop Support Technician Supervisor   **August 2023 – Present**
- Support over 24,000 campus faculty, staff, and students to provide level 2 solutions for device deployment, software/systems support, quality assurance testing, and hardware repair for Windows and Mac machines.
- Responsible for the imaging, configuration and the deployment of enterprise networked Windows 11 and MacOS Sonoma machines for new hires and upgrades, as well as data retention.
- Experienced with JAMF, Group Policy, Configuration Manager, Active Directory, Azure, and Cisco Identity Services Engine (ISE).
- Develop and maintain documentation and automation scripts for the Mac environment, such as data transfer and deployment checklist scripts.
- Regularly work independently to complete various projects assigned by management including but not limited to tech team deployments, campus-wide upgrades and system refreshes.

Student Desktop Support Technician Supervisor   **September 2022 – August 2023**
- Managed ServiceNow ticket queue for a group of six technicians with over 7,000 SNOW tickets completed.

Student Desktop Support Technician   **December 2020 – September 2022**
- Provided technical support, device deployments, software/systems support, AV classroom support and hardware repair for Windows and Mac workstations alongside inventory/asset management.

Student Phone Support Technician   **January 2020 – December 2020**
- Provided comprehensive support for software issues such as WIFI connectivity, MFA token provisioning, Adobe CC, Google Suite, account lock outs, password resets, sharedrive mapping, Citrix, and printer troubleshooting

The Montclarion   **Montclair, NJ**
Web Editor **(Remote)**   **April 2022 – September 2023**
- Managed and optimized The Montclarion website using WordPress while collaborating with various teams to improve efficiency and SEO.
- Created custom features, such as image alternative text, a blog translation system, and improved site navigation following Web Content Accessibility Guidelines (WCAG).

Relevant Projects

Sintennial RSPS
- Collaboration and management of an online Java based game server while maintaining, identifying, and developing solutions for server-sided and client-sided bugs.
- Integrated a MySQL database to log and track all player activity and data.
- Developed a user-friendly WordPress website to collect community suggestions and feedback through a custom forum, highlighting players achievements with a leaderboard, and enabled in-game item purchases.

Qualis Events
- Designed and developed a responsive website using NextJS, HTML, and CSS.
- Implemented custom animations, and dynamic page rendering.
- Utilized version control tools such as GitHub to manage the project.