

John Josephsen

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Education

Montclair State University

- Bachelor of Science, Computer Science

Montclair, NJ

May 2023

Technical Skills

Software: Microsoft Office, JAMF, Azure, AD, ISE, ServiceNow, WordPress, Bitlocker Encryption, Virtual Box, 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 and staff 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 Ventura OS machines for new hires and upgrades, as well as data retention.
- Experienced with JAMF, Group Policy Objects, System Center Configuration Manager architecture, Active Directory Domain Servers, Azure, and Cisco Identity Services Engine (ISE).

Student Desktop Support Technician Supervisor

September 2022 – August 2023

- Managed ServiceNow ticket queue for a group of six technicians with over 3,000 SNOW tickets completed.

Student Desktop Support Technician

December 2020 – September 2022

- Provided technical support for non-VIP clients, 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 connectivity troubleshooting while delivering excellent customer service to ensure timely and satisfactory solutions.

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).
- Developed and executed content strategies resulting in a significant increase in website traffic using Agile methods and Google Analytics to monitor site activity.

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.