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# Joseph Gorman

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## Summary

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Experienced IT support specialist with a demonstrated aptitude for problem solving seeking a position in a team-oriented organization that utilizes technical proficiencies and encourages growth

## Experience

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### **Syracuse University:**

#### **Computer Consultant 1**

*November 2018 -Present*

*Responsible for providing first round support to building Faculty/Staff members*

- Support building classrooms and conference rooms to ensure ease of use for all users
- Main point of contact for new faculty staff hardware setups, updates, and repairs
- Transitioned users over to Cisco Webex for web conferencing solution
- Provide event support with microphone systems, and/or livestreaming
- Create new user profiles and computer accounts with Active Directory
- Create walkthrough instructions for new software being introduced to the University
- Troubleshoot Microsoft Office365 issues
- Remotely/manually deploy software to Faculty/Staff machines
- Setup conferencing for Faculty/Staff meetings for remote participants
- Troubleshoot network printers
- Monitor Salesforce ticketing portal, emails, and phone line
- Train student workers on classroom support in order to provide better support
- Provide remote assistance to off campus users using Bomgar Remote Support
- Actively pursuing CompTIA A+ certification

### **Area Wide Protective:**

#### **Mobile Device Administrator**

*April 2018 – November 2018*

*Responsible for managing company mobile devices while supporting end user needs*

- Manage 2,500 mobile Android/iOS devices using Soti Mobi control MDM software
- Audit tablets and cell phones for data usage to confirm that they follow the IT policy
- Remotely push applications/updates to devices in the field to provide better end user experience
- Create packages for devices to add/remove features to streamline functionality

### **Help Desk Technician**

*July 2016 – April 2018*

*Responsible for providing quick and efficient support to on-site and remote end users*

- Resolve issues involving desktops, printers, salesforce, and computer software
- Troubleshoot issues with Nextiva VOIP desk phones
- Manage network printers using Microsoft Print Manager and Group Policy
- Set up new user work stations at the corporate office
- Manage Company's Zoom web conferencing user account
- Run company announcement video recordings for marketing to distribute
- Setup/breakdown recording equipment including wireless mics, audio mixer, and camera
- Communicate updates to end users in the field for new software
- Integrate new acquisition's legacy hardware/software into current IT structure
- Order new hardware (phones, printers, computers) from vendors for company use
- Recycle legacy hardware for the company using third party vendors (PaceButler)

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## **Skills**

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- Microsoft Office: Word, Excel, Outlook, SharePoint, O365
- Windows Server 2012: Active Directory, RDS
- Window OS: 7,8,10
- Apple Mobile iOS
- Dell EMC Tech Certified
- Android Mobile OS
- MDM Software: Mobi Control
- Web Conferencing/Streaming: Zoom, Skype, OBS, Cisco Webex
- Ticketing System: Kayako, Salesforce

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## **Education**

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### ***Kent State University***

*BBA: Computer Information Systems*

Major GPA: 3.14

***Kent, OH***

**2012-2016**

### **Significant Coursework**

- Network Management
- Systems Analysis and Design
- Software Integration
- Project Management and Team Dynamics
- Computer Applications
- Database Management