
Joshua Townsend

Salem, OH

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Professional Summary

Driven IT Support Analyst who excels at problem solving and critical thinking. Specializes in standardization and urgent technical support. Committed to continuous improvement and developing long-term solutions. Reflective, ambitious, and reliable.

Qualifications

- Knowledge of Windows and MacOS
- Excellent Written and Verbal Communication Skills
- Experience Managing Projects and Expectations
- Outstanding Team Member

Related Work Experience

IT Support Analyst: 11/18/2019 to Present

GLI Pool Products – Youngstown, OH

- Respond immediately to issues with hardware, software, and Netsuite
- Research and implement new software for various purposes throughout the company
- Act as the IT point of contact for hardware & software vendors
- Identify and work to mitigate potential issues before occurrence
- Set up and maintain a Windows 2016 Server
- Create and manage Active Directory user accounts
- Set up new computers for office and production users
- Oversaw the Windows 10 implementation project
- Maintain detailed inventory of computers and licensing
- Create documentation to standardize software configurations
- Created detailed information maps for printers and production computers
- Maintain stock counts for critical IT supplies

Sr. Student Computer Technician: 1/23/2017 to 5/10/2019

Kent State University – Kent, OH

- Created documentation of processes for standardization and new hire training
- Supported A/V equipment in classrooms
- Managed Windows PCs using Active Directory & SCCM
- Managed Macs using JAMF
- Wrote group policy for lab & classroom computers
- Supported Office 365 and Adobe CC
- Oversaw Windows 10 upgrade project
- Developed a large proposal to convert a computer lab into a multi-purpose workspace
- Provided immediate tech support for issues as they arose in classrooms & offices
- Communicated with staff & faculty to arrange dates for support & equipment

Education

Bachelor of Science, May 2019: Digital Sciences

Kent State University – Kent, OH