

IT Help Desk Technician IT Help Desk Technician IT Help Desk Technician - Fitchburg State University Leominster, MA Authorized to work in the US for any employer Work Experience IT Help Desk Technician Fitchburg State University - Fitchburg, MA January 2015 to Present Provide phone support and on-site technical services for faculty, staff, and students. Monitor and record incoming issues initiated SysAid and KACE ticketing software from on-site incidents to computer repair. Train new technicians in the operations of the help desk. Make sure they are confident in being able to troubleshoot issues. Perform routine audits and inventory checks on computers. Make sure that computers are where they need to be located. Routinely update school's software in computer labs (i.e. Maple, MATLAB, Autodesk, Adobe suite, and etc.). Image, setup and deploy computers for upcoming staff and faculty. Troubleshoot software and hardware issues for student, faculty and staff systems. Maintain university technology such as, VMWare thin Clients, Extron Podiums, and etc. Follow up with initial troubleshooting to the next level of support. Assist the IT department on all spectrums of issues.

IT Security Systems Analyst Internship Fitchburg State University - Fitchburg, MA January 2017 to May 2017 Conduct security awareness events for school administrative personnel. Perform Routine Audits on information security access. Identify what computers meet specific security requirements. Analyze incoming networking traffic using EIQ software. Make sure nothing suspicious is happening without our knowing. Write reports for server administrators of vulnerabilities. Tell them where the vulnerability is and how to fix it. Maintain and troubleshoot McAfee Antivirus on the backend. Make sure EPO is able to distribute McAfee properly. Test new security software for future implementation such as Counter Strike, Identity finder, and etc. Code scripts to analyze data from security applications and mac packages for McAfee.

Research Internship Fitchburg State University - Fitchburg, MA June 2016 to September 2016 Analyze and research computer algorithms on digital image analysis. Program a Contourlet Transform as a component for the Wings Workflow System. Learn and utilize Amazon Web Services as a SaaS platform for the WINGS Workflow System. Write documentation of how each component of the application works. Present research findings with my fellow colleagues to faculty from other schools. Provide assistance for team members on multiple projects. Debug issues

that may have occurred in their programs. Education B.A. in Computer Science and Applied Mathematics in Computer Science and Applied Mathematics Fitchburg State University - Fitchburg, MA December 2017

Name: Nathan Clark

Email: michaelclark@example.org

Phone: 428-370-1335x9389