

Systems Administrator Systems Administrator Systems Administrator - Georgia Dept. of Transportation Ellenwood, GA Work Experience Systems Administrator Georgia Dept. of Transportation - Atlanta, GA January 2005 to Present 1 Maintain the upgrading of workstations, laptops, peripheral hardware and software. Analyze, troubleshoot and resolve desktop and virtual computing end user issues and concerns. Responsible for help desk questions or inquiries. Maintain virus protection, restore user profiles. Repair software functionality and data recovery. Ensure security controls and policies are maintained and adhere to. Update drivers and install new software releases and patches. Knowledge of and experience with network protocols. Enterprise networking and print sharing. Administer and configure systems and software remotely. Automate deployment of system builds using software utilities and servers. Image, configure and deploy new or redistributed computers and peripherals. Decommission older systems, printers and peripheral devices. Provide technical backup support for network administrators with network segments. Escalate unresolved tickets clearly, articulating issues to the escalation team. Identify, research and resolve technical problems of various complexity related to systems software network devices and hardware. Troubleshoot conventional and wireless AP connectivity. Provide necessary support to maintain network availability to users. Work with network specialists, applications developers, system administrators and security specialists. Respond to locations for on-site workstation and network support as needed. Serve as primary technical support for computer users in an assigned off-site offices. Manage multiple tasks and projects, both independently and also as part of a team Education Technical Certificate Elizabeth Seton College - New York, NY 1978 to Present Computer Information Systems DeKalb Technical Institute - Clarkston, GA 1995 to 1998 Skills Linux, Redhat, Linux Administrator, System Admin

Name: Mark Palmer

Email: dustinkoch@example.net

Phone: (601)396-5603x56253