Systems Administrator Systems Administrator Systems Administrator - Buckhorn Inc Work Experience Systems Administrator Buckhorn Inc January 2019 to Present   0365 administration, email creation, office license administration   DHCP administration, set reservations for devices within defined scopes   Aruba network administration, manage Buckhorn's wireless and wired network, upgraded entire network from Cisco to Aruba solution with the help of an Aruba specialist.

  IT equipment researcher and purchaser for Buckhorn   Implemented technical standards for Buckhorn, identified standard equipment for deployment across the environment.   Managed and implemented the deployment of Microsoft Teams across the organization to close the communication gap.   Implemented technological solutions across the organization to help with safety and security.   Managed the upgrade of the security system including, new cameras across the environment, new card readers on doors for physical control.   Identified and resolved infrastructure connectivity gaps within the environment ensuring the used rooms are all networked. Managed the deployment of new Xerox multifunction devices across the organization.   Managed the revival of MATTEC solution, ensured all press's were communicating with the MATTEC system, worked with Epicor to setup voice and email alerts with the system.   Identified low-cost high-performance solutions for conference rooms to take full advantage of the Microsoft Teams meetings solutions.   Experience working with IBM as400 environment managing users and devices to work with the ERP system in place.   Experience working within lotus notes for user management   Implemented work flow for technical issues for users to assist with self-resolution.   Responsible for all new user creations, Active directory accounts as well as email accounts for the users. Responsible for day to day technical issue that users experience, software and hardware. Systems Executive One Call Care Management June 2018 to January 2019   Manage day to day hardware and software issues for local Springfield location   Tier 3 assistance for helpdesk on remote issues   Manage O365 user migrations from OnPrem solution   Manage license assignments within Exchange Admin O365   Write technical documentation for solutions for level 1 and level 2 technicians to follow   Setup and configure Print logic solution for secure printing at facilities   Use tenable to find vulnerabilities and patch using SCCM   Manage RSA token assignments for VPN

access   Helped implement MFA solution for VPN access   Attend meetings for process improvement for our level one support   Completed large project of moving 1400 users off of IBM Maas360 solution to MS Intune and O365 solution for mobile devices. Team Lead for Tier Cognizant Technology Solutions October 2016 to June 2018 2 Desktop Support at 7 sites   Manage installs of new computers and software for multiple locations.   Manage the ticket assignment for my sites.   Keep technicians on track with meeting SLA requirements in our group for tickets.   Run daily reports for my sites and ensure tickets are updated daily and being addressed.   Assist technicians for my sites as team lead in ensuring tickets are closed in a timely manner.   Participate in daily management meetings for ticket review for my assigned sites as team lead.   Report to management with ticket quotas for assigned sites and address concerns with quality, and work flow of tickets.   Review and create knowledge / training documents for tier 2 technicians   Assist with unlocking user accounts in active directory.   Work with multiple teams when shop floor down issues arise to ensure production does not stop.   Work with teams to ensure all procedures are followed when requesting / installing new software.   Assist users with Wireless and Wired barcode scanners   Address printer issues for shop floor and office users   Ensure proper escalation of tickets from helpdesk   Manage all incoming new hardware for three John Deere Facilities   Training new technicians to perform day to day activities during large projects   Responsible for inventory tracking of local devices   PC hardware installations, hard drives, CD-ROM drives, video cards, etc. Perform repairs, maintenance and troubleshooting on Windows machines   Installation, diagnostics and troubleshooting for desktop software and hardware including peripheral devices   Smart hands for networking issues when they arise Technical Support Analyst I DISYS February 2016 to September 2016 6 month contract with Expedia   Use SQL query's to research data within SQL databases, in order to solve problems with bookings, rates, and anything property related.   Ticket Coordinator, ensure proper escalation of tickets and alerts, and correct assignment of priority   Ensure customer and co-worker responses are meeting quality assurance of professionalism   Work daily reports for partners and failed notifications to ensure delivery of booking notifications from Expedia   Customer service working with hotel properties and resolving software issues.

Device Administrator Cerner Corporation October 2014 to December 2015   Manage installs for Cox Health Systems of computers and related equipment   Build and install new computers / laptops Troubleshoot Hardware issues with computers and printers   Troubleshoot software issues with Cerner applications and Microsoft applications   Manage a high volume of support and install calls in a timely manner.   Manage calls in Track IT and Remedy ticketing systems   Assist with the deployment of the new tower and moving multiple units to the new tower   Troubleshoot network issues LAN / Wireless   Assist with training employees with new technology when it is deployed Troubleshoot issues with iPad devices and Citrix applications   Install a high volume of refresh computers to all locations   Setup MFD devices on the network for multiple users and fix printer scripts   Assist with adding software to the SharePoint site for easy deployment of software and drivers   Change out motherboards, power supply's, RAM, and other hardware within a PC/ Laptop
 Experience with Remedy, and TrackIT call ticketing systems Desktop support technician Central Technology Services May 2012 to October 2014 Lead technician   Managed the migration from Windows XP to Windows 7 on bank computers   Managed all local Cisco switches / port access / vlan changes / configuration   Assist with help desk phone, and email average 200 - 300 calls per month   Diagnosed and resolved Microsoft Office 2010, & 2013 issues   Setup users in Active Directory, added required security and email distribution groups   Created new printer security groups for locations within Active directory   Edited users email storage quotas in Exchange 2010 management console   Create and manage calls using ticketing software, Epicor ITSM 2009 Patched VA issues on Windows Server 2008 R2 server and MS Server 2003   Added network printers onto Server 2008 / 2008R2 for client computer access   Setup Group policy settings and apply fixes to the settings on XP, and Windows 7   Assisted users with DIGI Pass token access and installs onto iPhones and Windows OS   Setup Apple products such as iPhone and iPad, and assisted users with Exchange email connections on the devices   Created user accounts using AirWave Management Platform for managing WIFI access   Creating / restoring back up images of servers using VMware vSphere Web Client   Performed conversions of entire new teller system hardware at each location   Performed BIOS lock downs on ATM machines   Managed local server

/ virtual servers, performed maintenance, updates, and installs 2008R2 and Server 2012   Installed new devices for large Teller project roll out - over 700 devices within two months while still handling day to day volume.   Attention to detail with training new employees and maintaining all bank branches.   Customer service answering helpdesk calls and assisting all onsite employees with any software or hardware issues. Technical Manager McCoy's Iron and Metal January 2006 to May 2012   Repaired company computers when hardware or software issue arises   Setup File and Print sharing to share files between front desk computers   Setup Virgin Mobile wireless data cards for mobile use by managers   Managed windows and security updates on all machines including installing service packs   Performed general cleanup regularly on machines: Defrag, Temp folders, etc.   Added users and groups to March DVR system and troubleshot analog and IP cameras   Toned out and ran cables from wall ports to the patch panel   Created new connections for Ethernet and POTS lines and ran cables   Built custom desktop computers, repaired laptop computers   Learned good recycling knowledge for electronics and other materials   Implemented and managed MAC filtering, on firewall for company access   Upgraded computers to Windows 8, from Windows XP   Worked with Hydraulic excavators   Troubleshot electrical issues with Rail Road scale system and Truck Scale system   Operated heavy machinery scrap handlers   Worked with Scale company to calibrate rail and truck scales for compliance   Troubleshot issues with heavy machinery, electrical and computer issues   Performed Soldering work to re-establish electrical flow on mother boards. Links http://www.linkedin.com/pub/steve-letterman/88/74a/143

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