

Network Administrator/Hardware Specialist Network Administrator/Hardware Specialist Network Administrator/Hardware Specialist - First Baptist Church of Glenarden Work Experience Network Administrator/Hardware Specialist First Baptist Church of Glenarden - Glenarden, MD 2004 to Present

- * Monitoring and maintenance of all servers, backups, and network equipment.
- * Support LANs, WAN, network segments, Internet, and intranet systems.
- * Maintains user accounts, e-mail addressing, and access permissions per IT department policies.
- * Maintains an updated inventory of all IT hardware and software.
- * Troubleshoot, analyze, and isolate end user issues in a timely manner.
- * Evaluate and recommend new hardware and software as needed.
- * Maintains documentation and checklists for IT procedures for all IT resources.
- * Administers servers, laptops, desktop computers, printers, routers, switches, firewalls, and phones.
- * Configures, installs, and supports desktop computers, laptop computers, handheld devices, printers, monitors, portable data storage devices, and other general peripherals. Relocates such equipment as required.
- * Installs, modifies, and repairs hardware and software.
- * Configures IT devices for secure operation, including installation of security software, software updates, and other configurations as required.
- * Diagnoses hardware and software failures, communicates the remediation plans to users, and provide status updates.
- * Provide on-call (e.g., pager or cell phone) network administration support

Hardware Specialist Nations Inc - Suitland, MD June 1999 to June 2000

- * Installed and maintained personal CPU's, monitors, printers, memory, hard disk, floppy disk drives, CD-Rom drives, sound cards, network cards, and tape drives
- * Installed, upgraded and configured Windows XP
- * Integrated and tested computer hardware into local area network environment
- * Installed and managed Help Desk software to log and receive calls, tracked and monitored problem resolutions
- * Developed and maintained equipment documentation

Skills Printers, Customer service, Active directory, Exchange, Networking

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