Darko Dorsett - IT Systems Administrator

🌐 dd226.github.io

SUMMARY

Experienced professional IT support specialist with over twenty years of experience delivering projects and tasks to ensure company success. Accustomed to handling IT support, managing projects, and supporting multiple departments with IT tools and applications. Master's in Technology Management with knowledge of enterprise architecture, management operating systems, and governance. Seeking a director position.

EDUCATION

Executive Master's in Technology Management
Columbia University in The City of New York

Bachelor of Arts

Communication Studies
Hunter College of The City University of New York

EXPERIENCE

Systems Administrator

04/2022 – Present
Columbia School of Engineering

- Instrumental in identifying and moving on-prem servers that were a critical security risk to a SaaS cloud solution. Led discovery coalition of stakeholders to find a suitable replacement for the vulnerable on-prem solutions to be replaced.
- Led initiative to simplify and secure printing by putting the printers on a private internal IP range. This reduced the attack surface of the previous public-facing printers.
- Responsible for auditing active directory users and their shared drive access.
- Instrumental for security updates in the IEOR server room. Ongoing projects include adding swipe access for audit of entry, installation of water spill, humidity, smoke sensors, camera, and an emergency power off switch.
- Transformed the purchasing process from a manual email approval process to an automated solution using forms.
- Responsible for transforming the asset management system from google sheets to a SaaS solution that allows for tracking and audit of assets.

- Part of a team that creates and maintains a business continuity and disaster recovery plan for the engineering school.
- Responsible for creating and modifying listserv email lists.
- Maintained the IEOR Drupal website by adding and editing content.
- Implemented 1password for secure storage and dissemination of departmental passwords.

Senior Technical Support Specialist

04/2010 – 03/2022
Columbia Business School

- Part of a team that successfully migrated from on-prem Exchange (Office 2010) to Office 365.
- Helped over 500 users migrate from one domain to another during the merger of IT departments.
- Diagnosed and resolved windows, applications, and networking problems to minimize downtime.
- Use Service Now to document technical support of resolutions, processes, and procedures.
- Instrumental in the successful transformation of the business school from an in-classroom-only environment to a hybrid online environment utilizing Zoom and Echo classroom recordings.
- Transformed the computer imaging from a manual process to an automated solution using Windows Deployment Server. This led to a 90% reduction in time to set up computers.
- Responsible for assisting faculty and accounting department administrative staff with various technical support issues.
- Diagnosing and troubleshooting technology-related issues via email, phone, and remotely using Bomgar and RDP.
- Advised faculty on upcoming and new technology and processed new faculty purchase orders to accommodate technology and teaching needs.
- Facilitated hardware repairs for faculty technology devices by working with Apple Educational Support and Dell Premier Services.
- Guided faculty in using academic educational technologies like Canvas, Seatgen, Crestron podium systems, Qualtrics, Poll Everywhere, Zoom, and Echo360.
- Scheduled and spearheaded one-on-one hyflex mock sessions with clients to acclimate faculty with hybrid classroom upgrades and technology changes.
- Interfaced with the CUIT Security team and CUIT Enterprise Architecture team to gain approvals for implementing and purchasing new software and applications.
- Worked with CUIT EUC team and utilized JAMF Suite and SCCM to deploy customized installations of macOS and Windows operating systems. Ensured client data by utilizing backup systems like Code42 CrashPlan, Dropbox, Google Drive, and Microsoft OneDrive.
- Logged client incidents, tickets, problems, and changes in ServiceNow under ITIL standards to ensure proper issues tracking.

- Assessed potential new employees by participating in group interviews and active discussions with managers.
- Attended formal training programs to expand skills and achieved certifications in Cyber Security Risk Assessment and Network Administration and Design.
- Assisted in the testing and deployment of MacOS 11 and Windows 20H2.
- Participated and assisted with the yearly onboarding of new faculty and new Ph.D. students.

Head of Ph.D. Computing

11/2001 - 04/2010
Columbia Business School

- Managed Ph.D. computing budget for equipment purchases and software licenses
- Maintained compliance with IT policies and procedures with minimal supervision
- Documented and streamlined repair processes for future technical support
- Configured new desktop systems and laptops for incoming employees

Technical Specialist

11/1999 - 11/2001
Columbia Business School

- Troubleshot software and hardware issues for students, researchers, and faculty
- Supported Win95/98 and NT/2000 workstations in client-server environments
- Led special projects including workstation rollouts and public machine imaging

PROJECTS

Developed a Python-based chatbot application for the IEOR department to automate common inquiries and provide intelligent support to students and faculty.

Built an automated email reply system using TypeScript to streamline email management and standardize responses for the IEOR department.

Created comprehensive Ansible playbooks for automated printer monitoring and system management across IEOR infrastructure, improving operational efficiency and reducing manual interventions.

SKILLS

Active Directory (LDAP) TCP/IP Routing Network/Subnet Masking Windows 2019 Server Linux Windows 10 Mac OS X & 11 iOS & Android Windows SCCM JAMF WordPress CMS LAN/WAN Canvas (LMS) ServiceNow Asana Enterprise Architecture Management OS Governance Project Management System Administration