

Scott Stiritz

## **SUMMARY**

- Dependable, friendly, confident, and experienced in the world of Information Technology – dedicated to achieve the highest quality customer service understanding the importance of supporting end users time and again. A self-starter that possesses great skill, enthusiasm, care and leadership ability. Detailed-oriented and self-motivated, with a strong sense of work ethic.

## **Core Competencies**

- Skilled IT Technician
- Excellent Work Ethics
- New User Training
- Software Troubleshooting
- Multitasking
- Team Oriented Worker
- Excellent Customer Service
- Organizational Skills

## **EDUCATION**

- New Horizons Institute, Orlando, Florida, Microsoft Certified Systems Administrator
- University of Phoenix, Online, Credits Earned
- Palm Beach State College, Lake Worth, Florida, Computer Science, Credits Earned

## **PROFESSIONAL EXPERIENCE**

**April 2016 – September 2016**

**Helpdesk Technician**

**Harris Corporation**

- Answer phone calls from users, troubleshoot computer issues over the phone
- Document calls using proprietary ticketing system
- Troubleshoot proprietary software and route tickets to the proper groups.
- Active Directory Management (change user account passwords)
- Serve as chat technician

**November 2014 – April 2016**

**District Computer Coordinator**

**State of Wyoming, Enterprise Technology Services**

- Take phone calls from users, troubleshoot computer issues over the phone
- Document calls using proprietary ticketing system
- Directly support Wyoming Highway Patrol; office, mobile, and proprietary equipment
- Work with Headquarters to troubleshoot, install, and maintain network infrastructure

- Order, setup, and install new desktop, laptop, and mini computers
- Active Directory Management (change user account passwords)
- Setup and maintain network and local printers
- Setup and maintain Chromecast A/V Equipment
- Drive to district sites; maintain desktops, laptops, network infrastructure equipment
- Responsible for district computer inventory
- Support Multiple Operating Systems
  - Microsoft Windows 10
  - Microsoft Windows 8.1
  - Microsoft Windows 7
- Support Microsoft Office Suites 2007/2010
  - Word
  - Excel
  - PowerPoint
- Remote Desktop Support
  - Landesk Remote Software
  - TeamViewer Remote Software
- Assist customers with mapping network drives
- Responsible for maintenance of State vehicle

**March 2014 – November 2014**

**Computer Desktop Support**

**CDI Corporation (Contract)**

- Take phone calls from users, troubleshoot computer issues over the phone
- Document calls using proprietary ticketing system
- Remote Desktop Support
  - Proprietary Remote Desktop Software
- Work with Headquarters to troubleshoot, install, and maintain network infrastructure
- Active Directory Management; add/delete user accounts, change passwords, assign users to groups
- Setup and maintain network and local printers
- Repair and maintain on-site A/V equipment

**March 2012 – February 2014**

**IT Specialist**

**STS Aviation Group**

- Excelling in a fast paced IT environment working with end users, upper level management, and suppliers, to assist in the overall objective of the department
- Take phone calls from users, troubleshoot computer issues over the phone
- Document calls using Labtech Ticketing System
- Closed 1600+ support tickets in the past year
- Support Smartphones/iPhones

- Setup new Verizon lines and order cell phones and accessories
  - Manage and maintain suspended lines and unused Verizon cell phones
  - Setup international plans for users on overseas business trips
- Support Multiple Operating Systems
  - Microsoft Windows 8.1
  - Microsoft Windows 7
  - Microsoft Windows XP
- Support Microsoft Office Suites 2007/2010
  - Word
  - Excel
  - PowerPoint
  - Access
- Support multiple VOIP phone systems
  - Manufacturers; Digium, Fidelity
  - Order, configure, and install new VOIP desk phones
  - Administer VOIP user accounts (Add, Delete, User Training)
- Remote Desktop Support
  - VNC
  - UltraVNC
  - LabVNC (Labtech Software)
  - [www.join.me](http://www.join.me)
- Coordinate warranty support/replacement with hardware vendors
- Order, prep, and ship Dell Laptops, Desktops, and Tablets, plus other essential peripheral devices to users in the field
- Image computers using Clonezilla
- Microsoft Server 2007/2010 Administration
  - Account and Profile Creation
  - Password Resets
  - File Restoration
  - Distribution List Creation/Management
  - Security Group Administration
- Join computers to domain
- Assist customers with mapping network drives
- Local account creation for non-domain accounts
- Perform Microsoft Exchange account administration (adding, removing, password changes, etc.) on the Exchange Server environment
- Update inventory database using the Labtech System

**Additional Experience:**

- March 2012 – February 2014, IT Specialist , STS Aviation Group
- June 2003 – September 2006, Florida Department of Children and Families, Eligibility Specialist II

