

Joshua Dooley

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Team Leadership Experience

- Mentored and coached the Tech 1 and Tech 2 support employees on existing and developing technologies
- Created new processes and documentation to improve overall support quality
- Collaborated with multiple support and development teams to implement new processes and solutions

Infrastructure/Software Support

- Manage GNHS-DHS SCOM environment.
- Build, deploy, and troubleshoot servers in a VMWare and Azure enterprise environment
- Support the Dealer Channel for issues with DS-JDIS applications such as EQUIP and Service Delivery
- Work with dealers on projects to build and deploy servers for their DS-JDIS applications
- Escalation point for advanced support issues
- Work closely with other teams to create and manage processes
- Create and publish knowledge documents to help other support with identifying and troubleshooting issues
- Provide 24/7 dealer support with an on-call phone rotation
- Collaborated with the local and offshore team for EQUIP deployment migrations
- Built custom C# applications & PowerShell scripts to automate and overcome unique customer needs
- Researched, tested, and deployed new technologies for Sedona and its customers
- Provided support and guidance as a MSP representative for Sedona Technologies

Other Skills and Experience

- Windows Server 2008R2, 2012, 2012R2, 2016
- Citrix XenApp 5.0, 6.5, 7.15
- Microsoft Remote App
- Powershell Scripting
- C# (Intermediate)
- Hyper-V Virtual Machines
- Failover Clustering Server 2008R2
- AT&T Netgate VPN devices
- ZyWall Advanced Routers
- Mainframe
- Microsoft Exchange (limited) & 365
- Active Directory
- VMWare
- Azure
- Microsoft System Center Operations Manager
- Windows 7, 8.1, 10 / Apple OS X
- Microsoft Office Suite
- Business Networking
- Unix (John Deere Legacy Server)
- Topaz Signature Pads and troubleshooting
- Barcode Scanners
- Webroot

Education

- Associates of Applied Science, Network Administration – In progress
 - Scott Community College, Bettendorf, IA

Work Experience

- John Deere – IPN Operations Infrastructure Analyst II 2019 – Present
- John Deere / Sedona Technologies – DHS Infrastructure Analyst 2018 – 2019
- Sedona Technologies – IT System Administrator 2017 – 2018
- John Deere / Sedona Technologies – JDIS Infrastructure Analyst I & II 2012 – 2017
- Recovered from Open Heart Surgery and attended college 2009 – 2012
- Tech Team Global, Davenport, IA – Deploy Technician 2008 – 2009