

Joshua Lycan

SENIOR SERVICE DESK TECHNICAN

Gig Harbor, WA - Email me on Indeed: [indeed.com/r/Joshua-Lycan/30eb6f3b26c675ce](https://www.indeed.com/r/Joshua-Lycan/30eb6f3b26c675ce)

WORK EXPERIENCE

SENIOR SERVICE DESK TECHNICAN

APEX LEARNING -

June 2014 to December 2017

Currently working with Apex Learning Inc. as a Senior Service Desk Technician, supporting the IT business needs for the Seattle HQ as well as multiple Brightmont Academies across the USA.

Accomplishments and Duties

- Worked to rewrite much of the IT policies and procedures as well as help develop deployment processes for new academies across the United States.
- Reworked E-waste process, bringing the full processing time down from two weeks to a single day.
- Helped migrate the business to Office 365
- Supported Meraki Network Infrastructure, responded to outages and escalated appropriately to resolve while keeping the end users up to date on progress
- Supported Print and Software servers, performing basic maintenance and troubleshooting issues with services and license hosting
- Worked with Software Development Teams to ensure network resources were configured and available to suit their individual needs based on specific projects
- Developed custom Windows VM builds for dev teams
- Installed Meraki switches and local HP servers at Brightmont Academy locations to support local WAN needs as well as VPN connectivity

IT PROJECT LEADER

CRANE AEROSPACE & ELECTRONICS -

November 2010 to June 2014

Recruited to join the IT support team in managing several wireless telecommunication solutions and multiple projects throughout the business. Worked under strict guidelines to ensure ITAR policies were followed and corporate and Government information was secure. Promoted to Business Support Manager and IT Project Leader in a company of approximately 1,500 people.

Accomplishments and Duties

- Redesigned the wireless telecommunications solution for the company, ultimately saving over \$100,000 annually while managing to upgrade all equipment and condense multiple accounts into one.

- Successfully upgraded all PC systems to Windows 7 across the group simultaneously at multiple sites across the world.
- Completed a Printer upgrade project which replaced an aging fleet with modern equipment at a lower operating cost.
- Took leadership of the Business Support Group, managing a team spread out across the country in supporting all group software resources. This includes standalone applications and operating system builds.
- Worked directly with the Executive and Presidential teams to ensure their IT needs were met.
- Worked with manufacturing teams to support server needs for licensing, ERP, print servers, and local backup of ITAR documentation.
- Supported company wide network infrastructure across the USA and internationally
- Worked on call to support urgent ERP software issues with a 24X7 team

IT TECHNICIAN

MONSTER ENERGY -

November 2007 to August 2010

Started with Hansen's Beverage Company when they were a small business of about 50 employees located solely in southern California. During the course of my employment Hansen's became Monster Energy and became a multinational corporation with over 2,000 employees across the world. Assisted primarily with business support and administration of mobile telecommunications.

Accomplishments and Duties

- Helped develop support policies and solutions for a rapidly expanding workforce spread out across the world.
- Took over administration duties for Monster Energy's telecommunication solution which was primarily BlackBerry and BES with some iPhones.
- Worked with the Network Administration team in support of creating new user accounts and managing group access and policies in Exchange and Active Directory.
- Assisted with a successful project to upgrade all business to an SAP solution.
- Worked closely with the Finance team to ensure management of all IT assets.
- Supported VPN connectivity issues for remote employees as well as server access to SAP contractors