Michael Johnson
IT help desk supervisor

Spokane, WA - Email me on Indeed: indeed.com/r/Michael-Johnson/63981d53824a5a92

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Manager

ET RESEARCH   -   Spokane, WA -

October 2014 to April 2017

and allows me to utilize my leadership
skills and experience. Maintain and administer computer networks and related computing
environments including computer hardware, systems software,
applications software, and all configurations.
Perform data backups and disaster recovery operations.
Plan, coordinate, and implement network security measures to protect
data, software, and hardware.
Configure, monitor, and maintain email applications or virus protection
software.
Confer with network users about how to solve existing system problems.
Perform routine network startup and shutdown procedures, and maintain
control records.

Technical Specialist

APPLE   -   Spokane, WA -

February 2014 to October 2014

Iphone, Ipad, Ipod Mobile device certified. Work with customers to find
solution on the spot for their devices. Various roles in the Family room such as Family Room Point, Getting
started and Match up positions.
Assist Red Zone specialists with solutions regarding Apple products.

IT Director

GONZAGA PREP   -   Spokane, WA -

January 2008 to April 2013

Maintain and administer computer networks and related computing
environments including computer hardware, systems software,
applications software, and all configurations.
Perform data backups and disaster recovery operations.
Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace
defective components when necessary.

Configure, monitor, and maintain email applications or virus protection software.

Research new technologies by attending seminars, reading trade articles, or taking classes, and implement or recommend the implementation of new technologies.

Analyze equipment performance records to determine the need for repair or replacement.

Managed and maintained 10 Windows server farm which provided the databases for the school education system and various other critical data.

Provided help desk support in two tech centers that encompasses 100 thin desktops for students and faculty.

EDUCATION

Liberal Arts

SPOKANE FALLS/SPOKANE COMMUNITY COLLEGE   -   Spokane, WA

June 1994

SKILLS

IPAD (Less than 1 year), IPHONE (Less than 1 year)

ADDITIONAL INFORMATION

Proficient in all Windows operating systems.
Expert to all Apple devices such as iPad, iPhone and MacBooks
Knowledgeable on various enterprise and consumer end wifi routers and access points such as Netgear, Aruba, Apple and Linksys.
Empathetic in end user communication.