Contact

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(LinkedIn)
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Top Skills

JavaScript
HTML
CSS

Certifications

Project Portfolio Management
Foundations
Learning Python
SQL Essential Training

Jacob Godwin

End User Computing Specialist 3 at University of Florida
Gainesville, Florida, United States

Summary

Front-End Dev. HTML, CSS (Flexbox & Grid), JavaScript, Git.
Currently learning Webpack & React.

I am a Santa Fe College graduate with a BAS in Information
Technology Management and AS in Networking Services
Technology.

Experience

University of Florida
7 years 10 months

End User Computing Specialist 3
January 2020 - Present (2 years 8 months)
Gainesville, Florida Area

Joined the Workspace Delivery Services team in Academic Technology as a
hybrid End User 3/Business Analyst role

Helped create UFIT's Digital Signage service offering by working with my
colleagues and supervisors to create an overall SLA, product documentation,
Teams channel in Microsoft Teams, pricing model, GPO policies, AD structure,
and onboarding the first customer to the service.

Assist the WDS team in preparing applications on a semesterly basis for the
labs and classrooms on campus using Powershell, Git and Chocolatey to
package applications for efficient deployment.

Utilize Ghost Solution Suite to image a majority of the labs and classrooms on
campus each semester.

Worked with UF's Cherwell team to improve the information gathered and
routing of tickets related to UF's digital signage and BeyondTrust services.

Helped to flesh out UF's BeyondTrust service offering with my colleagues, creating another tier of the service and taking over the management of the customer facing side of the service with my colleagues.

Working with faculty to onboard new applications into the labs and classrooms environment.

During COVID, helped the WDS team provide remote options for students to access resources related to the learning spaces and labs on campus.

Utilized BeyondTrust to allow our technical consultants to provide help remotely to students in the labs and learning spaces while social distancing was in effect to help eliminate the need to walk over to lab seats and interact directly with individuals.

End User Computing Specialist 2
June 2017 - January 2020 (2 years 8 months)
Gainesville, Florida Area

Still performing tasks mentioned in previous positions
Junior Sys-Admin experience
Junior Exchange-Admin experience
Using Infoblox to manage IP address reservations
Becoming familiar with Crestron panels for use with conference rooms and Zoom rooms
Creating room calendar resources through Active Directory and Exchange and helping customers manage them effectively
Provisioning new and exiting employees for various departments on campus: adding to groups through AD, creating user mailboxes, setting Network Managed By
Training OPS and End User Computing Specialist 1 technicians
Creating documentation for IT practices
Using Zoom for various meetings and teaching customers how to use Zoom

End User Computing Specialist
March 2015 - June 2017 (2 years 4 months)
Tigert Hall

Encompasses all tasks in the IT Support Assistant position
Becoming familiar with using SCCM to deploy images to computers
Using DHCP to assign IP reservations
Using Group Policy to deploy printers to specific computers

Using Exchange ECP to manage mailboxes and add specific users to mailboxes and groups

Interacting with multiple groups for successful deployment of Xerox printers on the UF campus

Assisting with departmental moves to new locations: transporting and setting up computer/IT equipment, activating network ports, coordinating with department heads to ensure efficient setup of equipment.

Interacting with customers on a daily basis in person, via phone and email, and building professional relationships and contacts within the University

IT Support Assistant
November 2014 - March 2015 (5 months)
Tigert Hall

Imaging and deploying computers to various users and locations throughout campus.

Interacting with users on a daily basis, via telephone and in-person, to resolve various hardware and software issues relating to PCs, mobile devices, printers, projectors and IP phones. Experience using DameWare for remote users.

Navigating and using Active Directory for tasks relating to computer objects.

Troubleshooting Outlook and Exchange issues.

Inventory and surplus spare machines and monitors.

Troubleshooting Mac-related issues.

Setting up users on new systems and backing up/transferring information.

Buchholz High School
Intern
September 2013 - September 2013 (1 month)

Worked with the site tech at Buchholz High School, troubleshooting various technical problems involving PCs, printers and other end-user devices.

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Education

Santa Fe College
Bachelor of Applied Science - BASc, Computer/Information Technology Administration and Management · (2016 - 2018)

Santa Fe College
Associate of Arts (AA), Business Adminstration · (2015)

Santa Fe College

Associate of Science (A.S.), Networking Services Technology · (2009 - 2013)