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Top Skills

HTML

CSS

CSS Flexbox

Certifications

Project Portfolio Management
Foundations

Learning Python

SQL Essential Training

Jacob Godwin

End User Computing Specialist 3 at University of Florida
Gainesville

Summary

Currently studying Frontend Web Development and am very familiar with HTML, CSS (layouts such as Flexbox and Grid), JavaScript and Git.

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 9 months

End User Computing Specialist 3

January 2020 - Present (2 years 7 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.

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 Administration · (2015)

Santa Fe College

