

Jessica Purcell

EXPERIENCE	2011-Present Technical Support Specialist II	State of Utah Roosevelt, UT
	<ul style="list-style-type: none">▪ Experience with ServiceNow and AssetTrack▪ Run reports in ServiceNow for team▪ Contribute to Knowledge Base in ServiceNow▪ Knowledge of network, hosting, storage, desktop, help desk, wiring and technical support▪ Assist colleagues with AssetTrack and troubleshooting▪ Trained several new Desktop Technicians▪ Instruct team on ServiceNow features▪ Advanced Troubleshooting skills and able to resolve complex issues including remote resolutions▪ Advised on Asset Management Team▪ Setup, configure and deploy desktops, laptops, mobile phones and printers▪ Recommended network improvements and solutions▪ Support multiple agencies and assist with each agencies unique applications▪ Coordinated and prioritized projects and problems▪ Documented AssetTrack functions and use along with troubleshooting▪ Create, document and track tickets▪ Restore and image desktops and laptops▪ Join computers to the Active Directory domain▪ Assign and deploy packages in SCCM▪ Manage the devices and document for inventory▪ Prepare systems and data for decommission▪ Document and track network changes▪ Setup and maintain computers and printers▪ Respond to and detail tickets▪ Restore and image computers▪ Join computers to the domain▪ Manage the equipment inventory▪ Prepare systems and data for destruction	
	2010-2011 IT Director	Duchesne County Duchesne, UT
	<ul style="list-style-type: none">▪ Maintain Network▪ Manage Servers▪ Renovated webpage▪ Maintain email server, implement new email system▪ Purchase and distribute hardware▪ Maintain Inventory▪ Deploy Document Management System▪ Managed Phone System▪ Installed wireless networks▪ Maintain Library computer labs▪ Repair and maintain printers▪ Supervise technicians▪ Manage budget▪ Work with mobile units in Deputies vehicles▪ Train Users▪ Implement Office Suite Solutions▪ Assisted with Electronic Ballots at Election▪ Worked with Emergency Management	

2003-2010	Cedar Ridge Academy	Roosevelt, UT
Network Administrator		

- Employee of the Year, 2007
- Managed Email and Internet For All Users
- Wired building for telephones and networking capabilities
- Built network from less than ten computers to over fifty computers
- Troubleshoot and Repaired Computers
- Organized and Managed Files on Assets
- Managed Linux Server
- Creating User Accounts, File and System Rights
- Implemented and maintained companywide software
- Created reports
- Created and Managed Website
- Wireless Network Implementation
- Fiber Optic Network Implementation
- Trained Users
- Configured Remote Access For User Computers
- Experienced in Microsoft Office Suite, including Excel
- Purchased and implemented new computer systems, and hardware.
- Administered and maintained network printers
- Organized and directed seminars, workshops and other events
- Setup projectors and sound systems for large groups of people
- Typed Documents
- Created brochures, labels, documents, packets and other mailings
- Managed QuickBooks
- Managed Accounts Receivable And Payable
- Created PowerPoint Presentations
- Taught classes on Keyboarding, Word Processing and Computer Literacy

EDUCATION	2000-2002	LDS Business College	Salt Lake City, UT
	▪ A.A.S. Network Management		

	2022-Current	Utah State University	Roosevelt UT
	▪ Information Systems		