

# TYLER GRAY

## SYSTEM ADMINISTRATOR

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## Experience

### SYSTEM ADMINISTRATOR

CENTRAL ALABAMA COMMUNITY COLLEGE

ALEXANDER CITY, AL — 2019-PRESENT

Responsible for managing and maintaining all aspects of Campus Technology, and I work closely with Administration to ensure IT is meeting the needs of our students and employees.

- Administer and manage Windows, Linux, and Unix servers.
- Manage and deliver projects on time while working closely College Administration.
- Develop powershell and bash scripts to automate and streamline IT processes.
- Responsible for maintaining information and network security for the College.
- Ensure Website Accessibility + Usability across College websites and applications.
- Manage student workers, working in a helpdesk role.
- Maintain and manage College LMS
- Serve on the Strategic Advisory Council and Technology Committee.
- Led a successful migration from gSuite to Office 365.
- Implemented a VPN solution to facilitate working remotely.
- Led and implemented a successful campus wide network upgrade.

### SYSTEM ANALYST

CENTRAL ALABAMA COMMUNITY COLLEGE

ALEXANDER CITY, AL — APRIL 2017-2019

Responsible for managing and maintaining all aspects of Campus Technology as well as providing support to employees and students.

- Designed and developed various websites and applications including the main College website and employee intranet.
- Managed and maintained LAN and WAN network routers and switches.
- Implemented Windows Deployment Services to allow the quick deployment of Workstations and Laptops.
- Implemented various software solutions to allow efficient deployment of applications and software.
- Configured and upgraded College Servers and Domain Controllers.
- Managed and maintained College wide wireless network.
- Deployed and implemented Helpdesk Ticketing System.
- Managed student workers, working in a helpdesk role.

## **SYSTEM ANALYST**

ASE CREDIT UNION

MONTGOMERY, AL — JULY 2015- APRIL 2017

I worked closely with staff and management to provide solutions for employees and customers to improve processes and make work more efficient.

- Designed and developed the company website using the latest technology and design techniques.
- Migrated ASE Credit Union Staff to Office 365.
- Implemented a Help Desk solution to ensure our staff's issues are handled in a timely and efficient manner.
- Established automated reports and scripts to help streamline processes and increase productivity.
- Created web applications that are simple and easy to use for our staff and customers.

## **SYSTEM SUPPORT SPECIALIST**

ASE CREDIT UNION

MONTGOMERY, AL — MAY 2013- JULY 2015

While continuing to provide excellent technical support, I administrated credit union servers and systems.

- Played a key role in a successful massive system conversion project that lasted two years.
- Administered Windows, Linux, and Unix servers, while also supporting credit union systems.
- Provided technical support to resolve computer software and hardware related issues.
- Managed and updated credit union website.
- Designed and developed an in-house company web portal which provided secure access to company programs and applications.

## **PC SUPPORT TECH**

ASE CREDIT UNION

MONTGOMERY, AL — AUGUST 2010 – MAY 2013

I diligently worked to provide excellent support to the employees and customers of ASE Credit Union.

- Deployed and supported over 80 Windows 7 workstations across four branch locations.
- Provided technical support to ASE Credit Union staff and members through email, phone, and interpersonal communication.
- Trained employees on the latest technology including: Windows 7, Microsoft Office 2010, and other Credit Union software.
- Assisted in installing and supporting credit union servers and systems.

# Education

## **TRENHOLM STATE TECHNICAL COLLEGE**

ASSOCIATE'S DEGREE — CIS

EMPHASIS IN PROGRAMMING AND WEB DEVELOPMENT 2009-2012

## **HIGHSCHOOL DIPLOMA GENERAL STUDIES**

EVANGEL FAMILY CHRISTIAN ACADEMY 2007

# Expertise

## **SYSTEM ADMINISTRATOR**

Windows Server 2008–2016, Active Directory, Office 365, Linux, Unix, AIX, AS400, VMware, Apache, Caddy Server, Network Administration

## **SOFTWARE EXPERIENCE**

Microsoft Office, Microsoft Teams, Visual Studio, Microsoft Access, PDQ, Connectwise, Dameware, Jaspersoft, Data Studio, Adobe Acrobat, DocuSign

## **PROGRAMMING & SCRIPTING**

C#, Java, PHP, Python, Javascript, HTML5, CSS3, Powershell, Bash

## **DATABASE & REPORTING**

SQL, DB2, Excel, Airtable