

Kyle McDowell

IT SUPPORT SPECIALIST

Iowa City, IA | 319.383.6757 | kjmcdowell@uiowa.edu

Dedicated IT user specialist with 6 years of experience in IT Support and hardware repair. Outgoing, good at teamwork and problem-solving, and adept at building relationships with clients.

Technical Experience:

Python, Microsoft 365, Linux, Windows/Windows Server, Java, HTML, Microsoft SCCM/Active Directory, and Portuguese.

Education and awards

University of Iowa, **BA Informatics** 2021-2025 (anticipated)

Iowa City High School, High School Diploma (Magna Cum Laude, Silver Cord) 2017-2021

Eagle Scout (Troop 250, Iowa City, IA) 2020

Experience

University of Iowa College of Law | IT Consultant 2022-present

- Supported Windows/Mac devices for over 400 College of Law faculty, staff, and students
- Managed department-wide Windows 11 Migration project, including the deployment of over 50 new devices to accommodate hardware requirements
- Coordinated inventory management and asset disposal across multiple departments
- Customized hardware and software deployment on a user-by-user basis
- Created and updated documentation for student IT duties, in addition to general IT documentation

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- Built up over 3 years of customer service skills, as well as stocking, backroom, and retail inventory management experience

Iowa City Community School District | Summer Technology Intern 2021

- Customized deployment and software for over 500 classroom instructor and staff laptops
- Coached instructors on new technology guidelines and use
- Designed customized documentation for updated software and hardware
- Provided technical support for students, parents, and teachers during new Student Information System (SIS) deployment

Commented [A1]: maybe list the number of customized laptops deployed

Iowa City High School | Student Help Desk Technician 2017-2021

- Chromebooks and 400 faculty and staff devices (Windows/Mac).
- Coached students on hardware repair techniques and computer/internet safety guidelines
- Provided on-demand classroom technology support for over 200 instructors
- Averaged 20-25 successful repairs per week