

Joseph Meyrick

CONTACT



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EDUCATION

Bachelor of Science in Information
Technology
La Salle University
Philadelphia, PA | 2008 - 2012

SKILLS

Microsoft windows 7/8/10
Server Administration
Active Directory
MacOS
Technical support
Customer Service
Desktop Imaging solutions (WDS/MDT)

Certifications

ITIL Foundation Certificate in IT Service
Management | March 2017

PROFESSIONAL EXPERIENCE

Senior IT Support Specialist | University of Pennsylvania Wharton School | Philadelphia, PA | 2015- Present

- Develop automation for software deployment and various everyday tasks using the IBM BigFix platform leveraging BigFix action script as well as PowerShell
- Maintain and update Finance department MDT master image and implemented new Windows 10 Enterprise image for new deployments and keep an up to date driver store for the latest chipsets.
- Serve as a member of the Desktop Management Service team
- Provide technical support for the Finance and Real Estate departments including Faculty, Staff, PhD Students and the various research centers. Responsibilities include Mac and Windows Desktop support, Provide administration and creation of active directory accounts and Office 365 Email accounts, server administration and A/V support in classrooms.

Contract Web Programmer | Harvard University July 2015- Present |

- Maintain WordPress site and Implement new website feature requests

IT Support Specialist | University of Pennsylvania Wharton School | Philadelphia, PA | 2013 - 2015

- Provided a variety of technology support services which include assisting faculty/staff with their technological needs, large scale events including video teleconferences, and desktop support for our research centers: Wharton Entrepreneurship, Wharton Small Business Development Center, Wharton Customer Analytics Initiative, Baker Retailing Center and Future of advertising
- Provided support for departmental servers as backup server administrator
- Assisted with early adoption of IBM Endpoint Manager within the department for patching and software deployment.

IT Consultant | Insurance Services Plus January | Philadelphia, PA | 2013- Present

- Provide system administration using ansible for patch and configuration management
- Lead migration from server 2003 to server 2012 essentials.
- Configure and maintain Dell SonicWall Firewall
- Provide technical support for Windows 7,8 and 10.

Professional Development

- Learning Tree Windows PowerShell: Automating Administrative Tasks Course 969
- Red Hat Automation with Ansible DO407
- Wharton Customer Analytic Initiative Python Bootcamp
- Future Media concepts – Advance Linux
- AWS Technical Essentials
- Qwik Labs – AWS Introductory Training