Claude Pardue

Austin, TX
cwpardue@gmail.com
7372224756

Authorized to work in the US for any employer

Work Experience

Technology Technician II - Support Services
Lake Travis ISD - Austin, TX
April 2018 to August 2020

Configured and maintained Cisco Call Manager, Unity, Jabber, Presence and Cisco Emergency Responder for a growing and dynamic educational infrastructure.

Performed daily MACD (move, add, change, delete) for users and devices for Cisco Call Manager, Unity. Jabber, Presence and CER

Utilized CISCO Bulk Amin Tool for mass user and device configuration.

Troubleshot and resolved all voice related issues in a timely manner utilizing RTMT, Variety, and IP/ Telecom testing equipment

Configured and managed Cisco Layer 2 and 3 switch , router and VLAN

Worked with Cisco TAC on major issues called by software bugs and system, failures

Worked with telecom vendors to address connection issues with PRI, SIP and POTS lines

Created multiple technical documents, reference guides for technicians and end users

Maintained analog phone lines for 911, elevator, security and faxing.

Worked and collaborated with project and operational teams, and 3rd party vendors during upgrades and implementation of Call Manager 12.5, Unity, CER

Technology Technician
Lake Travis ISD - Austin, TX
August 2007 to April 2018

Maintained, supported and configured Cisco IP phones, Cisco Unified Call Manger and Cisco Unity voicemail; including Cisco Presence, Jabber, and Unified Messaging.

Installed, configured, maintained and supported district operational software and hardware in support of District Administration, Business Services, Transportation, Maintenance, FANS, Copy Center, Safety and Security

Provided tech support in classrooms and computer labs; including troubleshooting printers, scanners, computers, monitors, cabling, projectors, document cameras and other A/V equipment

Maintained and administered print services, including print server administration,general printer hardware, and software maintenance for a fleet of over 500 printers and business machines

Managed systems for in district 911 alerting and emergency communication

Created, packaged, managed and distributed enterprise software utilizing various deployment methods including Group Policy, PDQ Deploy, and Kace 1000

Supported enterprise imaging environment; created, modified and deployed desktop OS environments

Planned, tested and integrated hardware and software into the district; creating hardware and software specs, for technology equipment

Administered Active Directory User and Computers to manage users, security and distribution groups, and computers

Administered Google Education domain for district. Enrolled, configured and maintained Chromebook and Chromeboxes thru the use of the Google Admin Dashboard including app deployment and STAAR testing assistance

Implemented scripting that shuts down district computers at night, resulting in a $100,000 per year decrease in electrical cost

Maintained and configured Raptorware security badging systems across the district including hardware, software, and administration of users and sites

Maintained a WSUS server for deployment of critical updates and security patches to workstations

Provided support for district transportation staff; including hardware and software support for Transfinder route management , fleet diagnostics software, and bus monitoring system; as well as the fluid and fuel dispensing system.

Troubleshot analog, network, and POTS lines providing voice and data, and for monitoring of alarms, freezers and faxes.

Supervised summer employees during logistical movement of obsolete and new equipment; including receiving, unpacking, delivering, setting up and imaging of computers across the district.

Managed and support iOS devices iPad, iPhone, MacBook

Supported district Copy Center and administered Digital Storefront users

Supported district website and users creating content, maintaining pages and troubleshooting issues

Troubleshot PA/Bells and security cameras resolving or escalating issues for repair

Computer Technician
West Orange Cove ISD - Orange, TX
August 2004 to August 2007

Administered a 1:1 Laptop Grant for teachers. Providing full deployment and support of laptops hardware and software, for all teachers.

Provided tech support in classrooms and computer labs. Including trouble shooting printers, scanners, and computers.

Resolved technical issues on the phone and using remote desktop tools for Microsoft Office , educational software and , hardware issue

Education

Associate in Science (AS) in Computer and Network Troubleshooting
Lamar Institute of Technology - Austin, TX
August 2000 to August 2002

Skills

- Help Desk
- Network Support
- Active Directory
- Software Troubleshooting
- Computer Networking
- Remote Access Software
- LAN
- Enterprise Software
- Cisco Call Manager (8 years)
- Operating Systems
- Microsoft Windows
- Microsoft Windows Server
- Technical Support

Languages

- Spanish - Intermediate

Certifications and Licenses

CompTIA A+

July 2002 to Present