1. Installed, configured, tested and maintained operating systems, application software and system management tools.
2. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
3. Managed and monitored all installed systems for highest level of availability.
4. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
5. Oversaw development and maintenance of organization computer systems and intranet.
6. Managed use of various types of databases and configured, installed and upgraded new ones.
7. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
8. Resolved issues related to operational components for LAN, WAN and voice systems.
9. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
10. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
11. Wrote and maintained custom scripts to increase system efficiency and performance time.
12. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
13. Designed and implemented system security and data assurance.
14. Defined enterprise processes and best practices and tailored enterprise processes for applications.
15. Drove operational improvements which resulted in savings and improved profit margins.
16. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
17. [Type] hardware proficiency
18. Improved [type] through consistent hard work and dedication to [project or department or task or customer].
19. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
20. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.