1. Maintained flexible schedule and responded to after-hours and weekend emergencies.
2. Diagnosed and executed resolution for all network and server issues.
3. Standardized job tasks and trained junior team members on industry best practices and standards.
4. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
5. Performed network security design and integration duties.
6. Designed and evaluated WAN and LAN connectivity technologies.
7. Made recommendations regarding information technology infrastructure overhauls.
8. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
9. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
10. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
11. Resolved issues and escalated problems with knowledgeable support and quality service.
12. Monitored networks and network devices to resolve technical problems quickly.
13. Adhered to social distancing protocols and wore mask or face shield at all times.
14. Led server infrastructure development, quality assurance, staging and production systems.
15. Used Microsoft Word and other software tools to create documents and other communications.
16. Optimized system security and performance with proactive changes such as [Type] and [Type].
17. Carried out day-day-day duties accurately and efficiently.
18. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
19. Led projects and analyzed data to identify opportunities for improvement.
20. Used critical thinking to break down problems, evaluate solutions and make decisions.