1. Maintained flexible schedule and responded to after-hours and weekend emergencies.
2. Monitored networks and network devices to resolve technical problems quickly.
3. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
4. Resolved issues and escalated problems with knowledgeable support and quality service.
5. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
6. Designed and evaluated WAN and LAN connectivity technologies.
7. Optimized system security and performance with proactive changes such as [Type] and [Type].
8. Diagnosed and executed resolution for all network and server issues.
9. Standardized job tasks and trained junior team members on industry best practices and standards.
10. Led server infrastructure development, quality assurance, staging and production systems.
11. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
12. Performed network security design and integration duties.
13. Increased customer satisfaction by resolving [product or service] issues.
14. Made recommendations regarding information technology infrastructure overhauls.
15. Developed team communications and information for meetings.
16. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
17. Maintained excellent attendance record, consistently arriving to work on time.
18. Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
19. Delivered [product or service] to customer locations within specific timeframes.
20. Proved successful working within tight deadlines and fast-paced atmosphere.