1. Diagnosed and executed resolution for all network and server issues.
2. Made recommendations regarding information technology infrastructure overhauls.
3. Performed network security design and integration duties.
4. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
5. Monitored networks and network devices to resolve technical problems quickly.
6. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
7. Optimized system security and performance with proactive changes such as [Type] and [Type].
8. Maintained flexible schedule and responded to after-hours and weekend emergencies.
9. Led server infrastructure development, quality assurance, staging and production systems.
10. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
11. Designed and evaluated WAN and LAN connectivity technologies.
12. Resolved issues and escalated problems with knowledgeable support and quality service.
13. Resolved conflicts and negotiated mutually beneficial agreements between parties.
14. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
15. Worked with [type] customers to understand needs and provide excellent service.
16. Standardized job tasks and trained junior team members on industry best practices and standards.
17. Managed team of [number] employees, overseeing hiring, training, and professional growth of employees.
18. Conducted research, gathered information from multiple sources and presented results.
19. Drove operational improvements which resulted in savings and improved profit margins.
20. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.