1. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
2. Introduced [Software] infrastructure and management tools to create and manage virtual server computing environment.
3. Established network specifications and analyzed workflow, access, information and security requirements.
4. Led server infrastructure development, quality assurance, staging and production systems.
5. Installed and upgraded [Type] internal and third party software.
6. Implemented corrective plans of action for network performance issues including availability, utilization, and latency.
7. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
8. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
9. Completed reports detailing network and systems performance, costs and downtime issues.
10. Configured, tested and maintained [Type] network equipment to achieve [Result].
11. Optimized system security and performance with proactive changes such as [Type] and [Type].
12. Drove continuous improvement of IT governance processes resulting in [Result].
13. Evaluated latest technology innovations and adopted cost-effective, useful solutions.
14. Made recommendations regarding information technology infrastructure overhauls.
15. Resolved issues and escalated problems with knowledgeable support and quality service.
16. Standardized job tasks and trained junior team members on industry best practices and standards.
17. Provided second-level support for all server class systems.
18. Maintained flexible schedule and responded to after-hours and weekend emergencies.
19. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
20. Worked with users to determine areas of technology in need of improved usability.