1. Standardized job tasks and trained junior team members on industry best practices and standards.
2. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
3. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
4. Maintained flexible schedule and responded to after-hours and weekend emergencies.
5. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
6. Performed network security design and integration duties.
7. Made recommendations regarding information technology infrastructure overhauls.
8. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
9. Diagnosed and executed resolution for all network and server issues.
10. Resolved issues and escalated problems with knowledgeable support and quality service.
11. [Type] hardware proficiency
12. Monitored networks and network devices to resolve technical problems quickly.
13. Optimized system security and performance with proactive changes such as [Type] and [Type].
14. Led server infrastructure development, quality assurance, staging and production systems.
15. Designed and evaluated WAN and LAN connectivity technologies.
16. Served customers in a friendly, efficient manner following outlined steps of service.
17. Worked with [type] customers to understand needs and provide excellent service.
18. Conducted research, gathered information from multiple sources and presented results.
19. Used Microsoft Word and other software tools to create documents and other communications.
20. Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.