1. Managed and monitored all installed systems for highest level of availability.
2. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
3. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
4. Defined enterprise processes and best practices and tailored enterprise processes for applications.
5. Installed, configured, tested and maintained operating systems, application software and system management tools.
6. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
7. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
8. Managed use of various types of databases and configured, installed and upgraded new ones.
9. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
10. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
11. Designed and implemented system security and data assurance.
12. Wrote and maintained custom scripts to increase system efficiency and performance time.
13. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
14. Resolved issues related to operational components for LAN, WAN and voice systems.
15. Oversaw development and maintenance of organization computer systems and intranet.
16. Maintained excellent attendance record, consistently arriving to work on time.
17. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
18. Used critical thinking to break down problems, evaluate solutions and make decisions.
19. Used coordination and planning skills to achieve results according to schedule.
20. Worked with [type] customers to understand needs and provide excellent service.