1. Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
2. Answered and triaged requests for assistance in order to provide top-notch support.
3. Utilized source code control for tracking configurations and changes.
4. Performed network security design and integration duties.
5. Monitored network hardware operations to evaluate proper configuration.
6. Managed system-wide operating system and software deployments, as well as related software upgrade problems.
7. Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
8. Established, repaired and optimized networks by installing wiring, cabling and devices.
9. Diagnosed and executed resolution for all network and server issues.
10. Set up hardware and software in optimal configurations to meet network performance requirements.
11. Developed team communications and information for meetings.
12. Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
13. Designed and evaluated WAN and LAN connectivity technologies.
14. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
15. Investigated and corrected problems with printers, copiers and other peripheral devices.
16. Led projects and analyzed data to identify opportunities for improvement.
17. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
18. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
19. Successfully maintain clean, valid driver's license and access to reliable transportation.
20. Developed and maintained courteous and effective working relationships.