1. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
2. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
3. Installed, configured, tested and maintained operating systems, application software and system management tools.
4. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
5. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
6. Defined enterprise processes and best practices and tailored enterprise processes for applications.
7. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
8. Oversaw development and maintenance of organization computer systems and intranet.
9. Wrote and maintained custom scripts to increase system efficiency and performance time.
10. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
11. Managed use of various types of databases and configured, installed and upgraded new ones.
12. Designed and implemented system security and data assurance.
13. Resolved issues related to operational components for LAN, WAN and voice systems.
14. Managed and monitored all installed systems for highest level of availability.
15. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
16. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
17. Exceeded goals through effective task prioritization and great work ethic.
18. Proved successful working within tight deadlines and fast-paced atmosphere.
19. Resolved problems, improved operations and provided exceptional service.
20. Created plans and communicated deadlines to ensure projects were completed on time.