1. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
2. Wrote and maintained custom scripts to increase system efficiency and performance time.
3. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
4. Installed, configured, tested and maintained operating systems, application software and system management tools.
5. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
6. Oversaw development and maintenance of organization computer systems and intranet.
7. Managed and monitored all installed systems for highest level of availability.
8. Designed and implemented system security and data assurance.
9. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
10. Managed use of various types of databases and configured, installed and upgraded new ones.
11. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
12. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
13. Defined enterprise processes and best practices and tailored enterprise processes for applications.
14. Resolved issues related to operational components for LAN, WAN and voice systems.
15. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
16. Identified issues, analyzed information and provided solutions to problems.
17. Successfully maintain clean, valid driver's license and access to reliable transportation.
18. Adhered to social distancing protocols and wore mask or face shield at all times.
19. Worked with [type] customers to understand needs and provide excellent service.
20. Handled [number] calls per [timeframe] to address customer inquiries and concerns.