1. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
2. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
3. Installed, configured, tested and maintained operating systems, application software and system management tools.
4. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
5. Oversaw development and maintenance of organization computer systems and intranet.
6. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
7. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
8. Wrote and maintained custom scripts to increase system efficiency and performance time.
9. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
10. Designed and implemented system security and data assurance.
11. Managed and monitored all installed systems for highest level of availability.
12. Resolved issues related to operational components for LAN, WAN and voice systems.
13. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
14. Defined enterprise processes and best practices and tailored enterprise processes for applications.
15. Managed use of various types of databases and configured, installed and upgraded new ones.
16. Collaborated with [department or management] to achieve [result].
17. Offered friendly and efficient service to all customers, handled challenging situations with ease.
18. Led [type] team in delivery of [type] project, resulting in [result].
19. Worked with [type] customers to understand needs and provide excellent service.
20. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.