1. Managed and monitored all installed systems for highest level of availability.
2. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
3. Managed use of various types of databases and configured, installed and upgraded new ones.
4. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
5. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
6. Wrote and maintained custom scripts to increase system efficiency and performance time.
7. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
8. Designed and implemented system security and data assurance.
9. Installed, configured, tested and maintained operating systems, application software and system management tools.
10. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
11. Oversaw development and maintenance of organization computer systems and intranet.
12. Defined enterprise processes and best practices and tailored enterprise processes for applications.
13. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
14. Resolved issues related to operational components for LAN, WAN and voice systems.
15. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
16. Completed minor preventative maintenance and mechanical repairs on equipment.
17. Exceeded goals through effective task prioritization and great work ethic.
18. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
19. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
20. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.