

INFORMATION TECHNOLOGY ADMINISTRATOR

Professional Profile

I am a jack of all trades IT guy at one of the premier intellectual property law schools in the world, whose job description and responsibilities continue to evolve with the ever-changing opportunities that new technology provides. Extremely self-motivated, detail oriented, and organized, I thrive most when presented with opportunities to creatively solve new and interesting challenges.

Qualifications

- Systems administration
- Strong verbal and written communication
- Vast help desk experience
- Team leadership
- Network administration
- Extensive knowledge of Apple products
- Project management
- Innovative legal experience

Experience

Company Name City , State Information Technology Administrator 09/2014 to Current

- I oversee the purchasing, management, and maintenance of all infrastructure-related hardware and software, while simultaneously overseeing end-user hardware and software support for a law school with roughly 85 FTE faculty/staff, and 275 students with a roughly 1:1 PC:Mac user ratio.
- I work closely with the Durham campus, all IT vendors, and our BSC office to develop and manage the IT budget, including all IT-related service and maintenance contracts, while also developing and maintaining IT policies as they relate to law school operations and academics.
- Duties include managing a 5-host, 40-server VMWare farm, help desk system, network monitoring system, campus-wide physical/building security system, ID card system, printing infrastructure, electronic exam system, backing up all critical data on the UNH Law network, and administering a plethora of file servers, web servers and web applications, including various content management systems.
- I work with system administrators in Durham to design and maintain the entire network on the Concord campus.
- Extensive knowledge installing and supporting various server platforms, including Windows, linux, Mac OS Server.

Company Name City , State Associate Director of Computer Services 07/2000 to 09/2014

- Primary responsibilities included the day-to-day support of end-user hardware, software, and peripherals in a mixed Microsoft Windows, Mac OS X, linux, and Novell environment, while also assisting with the everyday demands of maintaining a rather complex campus-wide network that was driven by a predominately Cisco infrastructure.
- Reported directly to, and served as the immediate backup for the Director of Computer Services.
- Designed and implemented the first ever wireless network on campus, which I administered and upgraded through three different platform changes over the course of thirteen years.
- Planned and administered the campus upgrade initiatives from Windows 98 to Windows XP, Windows XP to Windows 7, and numerous Mac OS and iOS version upgrades.
- After Franklin Pierce Law Center integrated with UNH, I developed the plan for and administered the transition from a predominately Novell-based infrastructure to a predominately Microsoft-based infrastructure, including transitioning our e-mail platform from Novell GroupWise to Microsoft Exchange.

Company Name City , State District Computer Technician 08/1999 to 07/2000

- I supported all end-user related hardware and software demands for the entire school district.
- Duties ranged from day-to-day troubleshooting to implementing new technologies, such as the first ever Apple Airport WiFi network and roaming iBook lab.

Company Name City , State Electrician's Apprentice 06/1990 to 07/1999

- Predominately industrial electrical work, mostly in a manufacturing setting, with some residential work mixed in.

Education

Bachelor of Science : Exercise and Sports Sciences 1999 Colby-Sawyer College , City , State , USA

Skills

Platforms and protocols: Microsoft Windows, Microsoft Windows Server, Microsoft Active Directory, Microsoft Group Policy, Microsoft Office for Windows and Mac, Microsoft Exchange, Mac OS X, Mac OS X Server, Apple iOS, Android, CentOS, SUSE Enterprise Server, Novell Netware, Novell eDirectory, Novell GroupWise, Novell Open Enterprise Server, Novell Datasync/Mobility Server, Novell Teaming, Novell Zenworks, Novell Zenworks Configuration Management, Adobe Acrobat, Adobe Connect Pro, Apache, OpenSSL, IIS, MYSQL, PHP, HTML, SSL, LDAP, DHCP, BIND, DNS, TCP/IP

Appliances and applications: Drupal, Expression Engine, Aerohive, Bluesocket Wireless Controller, Barracuda Anti-Spam Appliance, Barracuda Web Filter, BarracudaWare, SonicWall NSA (including VPN), 3Com NBX, Avaya, Cisco PIX, Cisco Network Assistant, Blackberry Enterprise Server, VMWare ESX, VMWare Fusion, Pharos Uniprint, NTop, Nagios, NagiosQL, Icinga, Cacti, RealChat, MRBS, WebCalendar, vBulletin, Movable Type, WordPress, MediaWiki, Gallery2, Gallery3, SIMPLE, Joomla, Moodle, Mailman, EMS Campus, EMS Master Calendar, Virtual EMS, C-Cure, Remedy, TeamDynamix

Extensive hardware knowledge and experience, especially with Apple, Micron, Lenovo, Dell, HP Laserjets, Canon MFDs, and Xerox MFDs.

Salary History

University of New Hampshire School of Law, formerly Franklin Pierce Law Center

2 White Street

Concord, NH 03301

Associate Director of Computer Services

07/2000-09/2014

Starting Salary: \$31,500

Ending Salary: \$54,000

University of New Hampshire School of Law, formerly Franklin Pierce Law Center

2 White Street

Concord, NH 03301

Information Technology Administrator

09/2000-Present

Starting Salary: \$62,300

Ending Salary: \$62,300