

INFORMATION TECHNOLOGY TECHNICIAN RESUME

Objective:

To obtain the Information Technology Technician position which will challenge me and help the organization continue to be successful.

Summary of Skills:

- Experience in providing software and hardware support
- Operational knowledge of computer workstations, printers, PDA's and other peripherals
- Amazing ability to effectively communicate with management, co-workers and customers
- Ability to multi-task and prioritize workload efficiently and effectively
- Excellent writing and verbal communication skills

Work Experience:

Information Technology Technician, August 2005 to till date

Department of Workforce Services, Kansas City, MO

Performed network installations according to technical specifications.

Ordered and collected materials and tools to configure system.

Setup voice and data networks through terminating and splicing cables.

Installed telecommunications tools, routers, switches and cable trays.

Tested circuits and equipment, and identified, and resolved problems, if any.

Documented network and registered configuration drawing and specifications.

Information Technology Technician, May 2000 to July 2005

Nexus Treatment, Kansas City, MO

Installed and troubleshot computer workstations, printers, PDA's and other peripherals.

Installed and configured operating system and software.

Diagnosed hardware problems and worked with vendor tech support.

Maintained hardware and equipment inventory.

Resolved tickets posted to the CSSU Help Desk.

Installed and updated machine level software.

Participated in school level and CSSU level committees as required.

Supported the Network Administrator in management of the school network, including switches, printers, and network connectivity and user accounts.

Education:

Bachelor's Degree in Information Technology, University of Cincinnati, Cincinnati, OH

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