

Joshua Courtney

Seeking a career as an IT Technology specialist providing excellent support for network users. Aiming to use my analytical, technical and communication skills to fill your IT position.

EDUCATION

Eastern Gateway Community College, Online

Information Technology ATS

June 2020

4.0 GPA

Vista Alternative High School

High School Diploma

June 2000

CERTIFICATIONS

TestOut Client Pro

March 2022

TestOut Server Pro

October 2022

TestOut PC Pro

December 2022

IT PROFESSIONAL EXPERIENCE

Department of Water Resources

05/2023-Present

Information Technology Technician

- Provide Technical Services and Support for DWR Client Technology for Hardware and Software
- Install and configure Desktop, Laptop, Mobile computing Devices and Cellular phones
- Install and maintain peripheral devices
- Utilize Microsoft System Center Configuration Manager (SCCM)
- Troubleshoot, track, and conduct root cause analysis of hardware, software
- Responsible for assessing problem tickets, evaluate impacts, resolve or escalate issues to more senior Client Technology Analyst.

Placerville Church of the Nazarene

IT Technology Lead

01/2020-Present

- Manage IT Assets, Lifecycle Planning, Inventory, and Audits
- Develop, implement, and review asset management policies
- System Center Configuration Manager, Deploy Software, Updates, Image, and Windows
- Manage G Suite User Integration with Active Directory
- Maintain Windows 10 Client, Server Computers
- Maintain Linux Debian Server for file sharing

SCM Microsystems

Technical Support Specialist

06/99 -09/01

- Installed hardware and software
- Answered phone calls from a que providing technical assistance
- Maintained a LAB with various OS's to hardware and software

Freetech Plastics

Office Manager / IT Lead

06/98 – 06/99

- Serviced technology needs of the business
- Installed new CAT5E for new 1000BASE-T (Gigabit Ethernet)
- Setup managed Gigabit switches with Static IP Routing