Joshua Courtney

6170 Hagen Ranch Road, El Dorado CA 95623

(530) 417-4927 joshua@courtneyweb.com Online Resume: joshuacourtney.net

*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* 01/20 - 12/24

* 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