



Joshua Aaron Szanto

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Summary of Experienced Duties

- System administrator, technical writer, global travel team member, lead support technician & trainer, software and hardware auditor

Education

- Ozarks Technical Community of Springfield, Missouri (*September 2008 – 2011, GPA 3.52 / 4.00*)

Work Ethic

- Use problem solving skills and tools such as online research, posting on bulletin boards, calling vendors, and communicating with team members as necessary to resolve infrastructure and system issues
- Able to communicate and work with people from challenging users to Executive-level personnel while maintaining a professional demeanor of patience and tolerance
- Have the perspective that computer technology is a tool for the purpose of bringing success to the Company by empowering workers to fulfill their roles and functions, and by seeking solutions to increase productivity to further help reach the ultimate end-game objectives of the Company

Relevant Experience

Positronic Industries, Inc. (IT Advanced Helpdesk/Technician, 2011 – 2015)

- Trained IT staff on procedures and knowledge required for day-to-day support and administration on the infrastructure
- Participated as a global travel team member to assist in the infrastructure preparation and migration to new Epicor ERP software at facilities in France, Puerto Rico, and Singapore
- Performed an intensive software and hardware audit to build an inventory and licensing portfolio
- Administrated PRT Network Monitor for global monitoring of infrastructure systems and networks
- Wrote technical documents over policies, procedures, training, and usage for applications
- Reconfigured backup systems to ensure all critical and legacy systems are backed up
- Managed VMware View VDI environments, multiple BMC Software Track-It! ticketing systems, Ubiquiti video surveillance deployments, and all things related to printers, toner, print servers and metrics
- Performed cost analysis on printers, software licensing, and hardware upgrades to reduce annual operating expenses and improve productivity
- Coordinated technological needs for global conferences

Data Imaging Supplies (Director of IT, 2010 – present)

- Provide on-call technical support and infrastructure maintenance
- Overhauled legacy infrastructure to Microsoft-based systems to virtually eliminate the need for on premise IT presence and to significantly reduce operating expenses

Penmac Staffing Services, Inc. (PC Technician/IS Coordinator, 2009 – 2011)

- Participated in a PCI compliance project by researching unfulfilled objectives from a professional audit through the documentation of the network and preparation of a logging server
- Provided technical support to users, documented internal IT procedures, and performed hardware repairs
- Researched backup software for VMware-based infrastructures

References

United States

Missouri

Dusty Young (Positronic, Corporate IT manager)

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Stephen Leftwich (Positronic, IT supervisor)

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Russell Andrews (Penmac, Corporate IT manager)

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Nolan Hardison (Data Imaging Supplies, manager)

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