

Jonathan R. Smith

www.jrsmithtech.com • jrsmithtech@gmail.com

EDUCATION

Columbus State University, Columbus, GA

Bachelor of Business Administration (Management Information Systems), May 2012

University of Alabama, Tuscaloosa, AL

Master of Science, Human Environmental Science (Interactive Technology Specialization), In progress, will complete December 2014

WORK EXPERIENCE

2006–Present Harris County School District Technology Specialist

- Responsible for day-to-day administration of two school LANs.
- Troubleshooting hardware and software problems on both local and network levels.
- Train school faculty and staff to use various software programs.

2005–2006 TSYS Operations Technician II

- Operated and monitored Tandem authorizations systems. Observed control panels for malfunctions and errors in operation messages.
- Initiated and monitored all computer software and prioritized the job streams to ensure all processing deadlines were met, making adjustments to correct operational problems or meet special conditions.
- Diagnosed error situations to determine point of equipment or program failure.

1996–2005 First Peoples Bank Systems Administrator

- Responsible for day-to-day administration of LAN, including creating and training new users.
- Responsible for WAN including main office, branches, and two subsidiary mortgage offices.
- Troubleshooting hardware and software problems on both local and network levels.
- Prepared bank for nine successful external audits of the EDP (Electronic Data Processing) department.
- Presented quarterly reports to the Board of Directors.

SKILLS AND CERTIFICATIONS

- Clear and concise communicator
- Team player
- Critical thinker and problem solver
- Microsoft Certified Systems Engineer (MCSE) on Windows 2000
- Microsoft Certified Systems Administrator (MCSA) on Windows 2000
- Microsoft Certified Professional (MCP) on Windows 2000
- CompTIA A+ Professional
- CompTIA Network+ Professional

AWARDS

- Harris County-Carver Middle School Support Person of the Year 2006-2007
- Harris County School District Support Person of the Year 2006-2007