

Joseph P. Higbee

Objective

Seeking Systems Administration, Network Administration, Tier II/III Network/Software/Computer Support, IT Management or related position

Experience

Aug 2008 - Present Covance/IBMBlue Direct Indianapolis, IN

User Access Administrator (Full Time 40+)

Duties:

User access and account administration across various systems including Windows Server 2000, 2003, 2008, Active Directory, MS Exchange 5.5, 2003, Unix, VMS, Novell Netware, remote access, and several proprietary, internally developed applications. Managing highly sensitive accounts and permissions for network, file, database, and application access. Utilizing ManageNow software for tracking and documenting changes in a highly regulated and managed environment.

Feb 2000 - Feb 2008 The Broadbent Co. Indianapolis, IN

Information Technology Administrator (Full Time 40+)

Duties:

Network and Windows NT4/2000/2003 Server Administration of 10 servers, Exchange 2000/2003, and VM servers utilizing MS Virtualization, backup administration utilizing Arcserve and Backup Exec; installation, configuration, maintenance and support; including Client Support for levels Tier I, II, and III for approx. 100 client computers and approx. 20 field laptop users. Perform server installation, configuration, maintenance, application installation and configuration, account maintenance, and client system support. Additional duties include installation, configuration, maintenance and support of: Norstar phone system; Sonicwall and Watchguard firewall appliances; remote office retail workstations for self storage facilities; network backup devices; and Intel and AMD based workstations. Other duties include team management of 2 team members, consultation on IT planning, processes, and budgeting; data and network security; data recovery; encryption/decryption; research, reporting, purchasing, policy development and implementation; and documentation of policies and procedures. Experience and knowledge equivalent to MCSA and MCITP.

Mar 1999 - Dec 2000 Symex Network Solutions, Inc. Indianapolis, IN

Systems Administrator (Full Time 40+)

Duties:

Windows NT4 Network Administration and Client Support at levels Tier I, II and III for 16 client companies exceeding 260 users. Performed server maintenance, application installation and configuration, account maintenance, and client system support. Provided remote administration and support utilizing remote control software such as Carbon Copy 32 and SMS 1.2 and SMS 2.0. Also performed virus, security, and system updates utilizing the packet delivery system component of SMS. Systems and applications supported include: Novell and Windows NT4 Server networks; client systems including Windows for Workgroups, 95, 98, NT4, and Macintosh clients; server applications including BackOffice Suite 4.5; and numerous client-server based applications. Utilized HEAT trouble-ticket software for tracking and documenting client and system issues.

Education & Training

A.S., Computer Technology, IUPUI, Jun 2000, 3.5/4 GPA
Instructor Training Course, Dept. of Defense, Jun 1995
Basic Non-commissioned Officers Training Course, Dept. of Defense, June 1994
Missile Systems Repairer, Dept. of Defense, Mar 1992
Primary Leadership Course, Dept. of Defense, April 1989
Signal Support Systems Specialist, Dept. of Defense, Dec 1987
High School Graduate, Southport High School, IN, Jun 1984

Awards

Honor Certificate, IUPUI, IN, Aug 97; Maintained +3.5 GPA
Distinguished Honor Graduate, BNCOC, June 1994
Army Commendation, U.S. Army, 1991; Communications team leader, maintained +94% equipment readiness in a combat environment over 2.5 year period
Distinguished Honor Graduate, Missile Systems Repairer Course, June 1992
Meritorious Service, U.S. Army, 1997; Exemplary service as repairman, technician and leader 1987-1997

Other Experience

Extensive knowledge of Windows operating systems including: MSDOS 3.0-6.22; Windows 3.1, 95, 98, NT4 workstation/server, Windows 2000 Professional/Server, Windows XP, Windows 2003 Server, and MS Exchange 2000/2003 Server; WordPerfect 5.0-7.0, MS Office Professional 97, 2000, 2002, 2003; all Norton/Symantec Antivirus products, PC-Cillin; Novell Netware; MS Exchange; Telnet, FTP, X-Terminal, HTML and other applications. Also, networking protocols TCP/IP, IPX/SPX, NetBios, NetBeui, MacTCP, OTPPP, AppleTalk, Dialup Networking, Terminal Server, Peer to Peer, etc. Experience equivalent to MCSA, and MCITP. Additionally, experienced with MS Visual Basic 5.0, C, and MS 6.11 Assembly languages. 2+ years experience with IUPUI networks, related machines and environments. Also, **23 years experience** installing, upgrading and maintaining a wide variety of business and consumer Personal Computers, Servers, and associated hardware and software.