

Joshua Aaron Taylor

Highly skilled Technology Support Professional versed in the areas of Troubleshooting, Analysis and Resolution, Customer Support and Multimedia Production.

TECHNICAL BACKGROUND

Operating Systems:

Window XPSP2, Vista, Server 2003 Macintosh OSX, Macintosh OSX Server

Software Overview:

Microsoft Office 2003-2007, Active Directory, Desktop Authority, Universal Imaging Utility, Symantec Ghost 9, Norton Antivirus, Norton Utilities, Partition Magic, Adobe Creative Suite, Adobe Production Suite, After Effects, Macromedia Studio, Apple Final Cut Studio, iLife, iWork, Aperture, QuickTime Pro, Pro Tools, Faronics Deep Freeze Enterprise, Apple Remote Desktop, NetBoot

Hardware/ AV Production Equipment:

Macintosh and Windows based workstations, Servers and Peripherals, DV Camcorders, DV-VTR decks, Audio DAW, DAT and CF recorders, Microphones wired and wireless, PA and Mixer systems, Digital SLR Cameras and accessories, Studio Lighting systems and accessories

PROFESSIONAL QUALIFICATIONS

- Exceptional customer service and interpersonal communication skills
- Able to successfully operate independently, or in a team production environment
- Assertive, self-motivated, goal-oriented, organized and efficient
- Highly skilled in many industry standard Multimedia and Graphic Design applications
- Critical and analytical thinker with highly developed problem solving abilities, offering innovative and practical solutions to a wide range of hardware and software issues

PROFESSIONAL EXPERIENCE

Lane Community College - Eugene, Oregon

Instructional Technology Technician - Art and Applied Design > September 2008 – Present and prior to reinstatement - January 2005 to August 2006

Provide instruction and technical assistance pertaining to department operations - via help desk, telephone, e-mail, modular based workshops, one-on-one Q&A, and interactive group presentations.

Responsibilities include, but are not limited to:

- Install and maintain a wide variety of licenses for application software
- Identify, diagnose and repair hardware and software problems for 50+ workstations
- Maintain hardware and software inventory while evaluating departmental needs - making additional purchases as necessary
- Technical research, development, and implementation of studio facilities, including
- Audio/Video transfer and editing suites
- Recruit, train and supervise a staff of student employees hired to assist department operations
- Responsible for operating and managing the Media Arts Equipment Checkout counter
- Server Administration: Mac OS X, HTTP, FTP, LDAP, Security and Monitoring
- Developed and operated the Multimedia presentation that accompanies the College President's annual address to the College - 3 years in a row

- Collaborate with campus network administrators and technicians to explore and deploy new technology

**California Western School of Law – San Diego, California
Help Desk Technician > January 2006 – September 2008**

Provided computer problem resolution for Faculty, Staff and Students
Responsibilities included, but were not limited to:

- Technical Support via - onsite assistance, telephone and e-mail
- Hardware, Software, Printer, Installation and Maintenance
- Key Point of Contact for all Computer Technical issues
- Asset Management
- Assist Audio/Visual department with equipment set up
- Account Management and Server Administration

Lane Community College - Eugene, Oregon

Instructional Support Specialist - Department of Broadcast and Visual Design > October 2001 to June 2004

Provided exceptional assistance to students and faculty. Responsibilities included, but were not limited to:

- Provided technical assistance to faculty and students
- Monitored and managed Lab environments - enforcing policies when necessary
- Aided in identifying, diagnosing and repairing hardware and software problems
- Clerical Duties, Inventory Control and Data Entry

Not a Phaze Creative Solutions – Eugene, OR /San Diego, CA

Freelance Designer / Developer > January 2003 to Present

Design and Develop: interactive applications, tutorials, websites, A/V production, motion graphics and design for promotional print materials.

EDUCATION / TRAINING

Lane Community College - Eugene, Oregon > 2000 - 2003

Associates of Applied Science in Multimedia Design and Production
3.8 GPA "Awarded Scholarship of Excellence"

Vortex Learning Solutions – Microsoft Gold Certified Partner – San Diego, CA

Certification of completion in the following courses:

- Supporting Users Running the Microsoft Windows XP Operating System
- Supporting Users Running Applications on a Microsoft Windows XP Operating System

VOLUNTEER WORK AND AFFILIATIONS

- Staff Development Committee member - California Western School of Law
- Downtown Initiative For the Visual Arts - www.divanow.org
- Proscenia Interactive - www.proscenia.net