

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:

Windows XP, Windows Vista, Windows Server 2003, Macintosh OSX, Macintosh OSX Server

Software Overview:

Microsoft Office for Windows and Mac, Active Directory, Desktop Authority, UIU, Symantec Ghost, Norton Antivirus, Norton Utilities, Partition Magic, Adobe CS, After Effects, Macromedia Studio, Apple Final Cut Studio, iLife, iWork, Aperture, QuickTime Pro, Pro Tools, Faronics Deep Freeze Enterprise, Apple Remote Desktop, NetBoot, Deploy Studio and numerous others

Hardware/ AV Production Equipment:

Macintosh and Windows based workstations, Servers and Peripherals,

DV Camcorders, DV-VTR decks, Audio DAW, Solid State Recorders, Microphones, 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, highly organized
- Well versed in many industry standard Multimedia and Graphic Design tools
- 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

Information Technology Technician > IT Infrastructure > April 2009 to Present

Instructional Technology Technician > Art and Applied Design Department > January 2005 to August 2006 and upon reinstatement September 2008 to April 2009

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

- Install and maintain a wide variety of licenses for application software
- Identify, diagnose and repair hardware and software problems for 400+ workstations
- Maintain hardware and software inventory while evaluating departmental needs - making additional purchases as necessary
- Technical research, development, and implementation of Audio/Video Production 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 – on four separate instances
- 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

- 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
- Assisted 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 technical assistance to Faculty and Students

- Monitored and managed Lab environments
- Aided in identifying, diagnosing and repairing hardware and software problems
- Office Administration Duties, Inventory Control and Data Entry

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

Freelance Designer / Developer > January 2003 to January 2010

- Developed interactive tutorials, websites, Flash advertisements
- Audio and Video production
- Designed promotional print material

EDUCATION / TRAINING

Lane Community College - Eugene, Oregon

Associates of Applied Science in Multimedia Design and Production > 2004

3.8 GPA "Awarded Scholarship of Excellence"

Vortex Learning Solutions – 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

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