

Justin D. Kidd

Profile:

Comprehensive information technology expertise gained from over 7 years of experience providing technical assistance to several dynamic organizations. Focused and results-driven individual with a team-oriented attitude and demonstrated background of achievement.

Work Experience:

Computer Repair Technician

Independent Contractor

Topeka, Kansas

September 2010-Present

- Provided technical support to Dr. Robert Durst and staff.
- Resolved hardware issues for businesses and individuals.
- Assisted clients with software issues including removal of malware and viruses.

Software Utilized and Supported: Malwarebytes Anti-Malware, CCleaner, Windows SysInternals, HijackThis, AVG Antivirus, Trend Micro Antivirus, Symantec Antivirus, Microsoft Office 2007.

Hardware and peripherals supported: Desktop Computers running Windows XP Professional, Windows Vista, and Windows 7.

Technical Support Consultant I

Kansas Highway Patrol (Premier Personnel)

Topeka, Kansas

February 2010-August 2010

- Provided technical support to law enforcement officers and civilian staff throughout the state of Kansas utilizing remote access and on-site support including documenting issues in database.
- Collaborated with senior technician to develop disk images for desktop computers and laptops to serve as Mobile Data Units in patrol vehicles.
- Managed disk imaging and inventory of 500 Mobile Data Units and worked with technical support staff to customize and issue laptops to individual users.
- Assisted corporate trainer with development of Mobile Data Unit training materials and Outlook 2007 training materials.
- Utilized Active Directory on Windows Server 2008 to manage user accounts, computers, and group memberships.
- Evaluated Windows 7 Enterprise to insure compatibility with existing applications and provided feedback to management staff.
- Facilitated migration from GroupWise 7.0 to Exchange 2007 for 600 staff in a three month period including staff training and support.

Software Utilized and Supported: Aspen, Inspection Selection System, Past Inspection Query, Adobe Acrobat 9.0, Novell ZENWorks, Desktop Authority Imaging Center, Desktop Authority, Help Desk Authority, Microsoft Office 2007, Microsoft Office Communicator 2007

Hardware and peripherals supported: Desktop Computers running Windows XP Professional, Windows 7, and Windows Server 2008. HP LaserJet printers, Savin copiers, and Océ copiers. Fujitsu scanners.

Technician I – Systems Administration

Kansas Healthwave Project, Maximus Inc.

Topeka, Kansas

August 2006-December 2009

- Provided technical support and technological training for 185 Kansas Health Policy Authority and Maximus staff including documentation of systems issues.
- Maintained support relationships with vendors to resolve issues with desktop computers, printers, copiers, mail processing equipment, and phone systems servers and handsets.

- Insured effective data management through verifying successful server backups, verifying the sending and receiving of tapes from offsite storage on a daily and weekly basis, and regular maintenance and updates of servers.
- Maintained disk images to allow consistent software on computers issued to new and existing staff.
- Administered and troubleshoot an Inter-tel Axxess phone system including troubleshooting handsets, creation and removal of accounts and voicemail boxes, and development and implementation of call processing scripts.
- Facilitated migration from GroupWise 6.5 to Exchange 2003 for 170 staff in a two month period including staff training and support.

Software Utilized and Supported: Maxe2, Attachmate MyExtra, Novell Netware, Intertel Session Manager, Taske Contact, Microsoft Office 2007, FACSys 4.9 Client and Server, Window Server 2003, Microsoft Visio, Microsoft Project

Hardware and peripherals supported: Desktop Computers running Windows XP Professional, Novell Netware Server, and Windows 2003 R2 Server. HP LaserJet printers and Ricoh Aficio copiers.

WebEOC Administrator

Adjutant General's Department (Premier Personnel)

Topeka, Kansas

May 2006-July 2006

- Maintained WebEOC website through form creation and maintenance, user administration and providing technical support for individuals both on-site and throughout the state of Kansas.
- Developed forms in PDF format with interactive form fields for the Operations, Technological Hazards, and Human Resources Sections.
- Minted compact discs and digital video discs using a mass duplicator.

Software and Programming Languages utilized: HTML, WebEOC, Adobe Designer 7.0, Adobe Professional 7.0, PrimoDVD, Microsoft Word, and Microsoft Excel.

Hardware utilized: Primera Bravo II Disc Publisher

First Responder

Legislative Computer Services (Premier Personnel)

Topeka, Kansas

December 2005-May 2006

- Provided hardware and software support training and support to members of the Kansas Legislature and their administrative staff.
- Documented technology issues for ticketing database.

Software supported: Microsoft Office 2003, Word Perfect Office 2002, Novell GroupWise 6.5, Microsoft Outlook, Novell Netware, Intellisync, Novell ZENworks, and Norton Ghost.

Hardware and peripherals supported: Desktops and Bluetooth capable laptops running Windows XP Professional and PDAs running Pocket PC and Palm OS. Xerox Phaser and Hewlett Packard LaserJet printers.

Education:

Baker University

Baldwin City, Kansas 2004

Bachelor of Science, Computer Information Systems

Honors and Activities:

Beta Testing: Technical Beta Tester for *Microsoft Office System 2003*. Beta Tester for *Microsoft Update*.

Professional Associations: Association for Computing Machinery Professional Member