

# Justin D. Kidd

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## 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:

### Technician I – Systems Administration

Kansas Healthwave Project, Maximus Inc.

Topeka, Kansas

August 2006-Present

- Provide technical support and technological training for 185 Kansas Health Policy Authority and Maximus staff including documentation of systems issues.
- Maintain support relationships with vendors to resolve issues with desktop computers, printers, copiers, mail processing equipment, and phone systems servers and handsets.
- Insure 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.
- Maintain disk images to allow consistent software on computers issued to new and existing staff.
- Administer 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, Attachemate 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 disks and digital video disks 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.

**Internet Developer**      Dotson Eyecare      Topeka, Kansas      July 2005-August 2005

- Created database-driven website for Dotson Eyecare.
- Developed patient information form in PDF format with interactive form fields.
- Created contact lens reordering system.

Software and Programming Languages utilized: HTML, PHP, MySQL, Dreamweaver, Photoshop, and Acrobat Professional 7.0.

**Computer Assistant**      Baker University      Baldwin City, Kansas      2002-2004

- Created database-driven websites for Baker Computer Science Department and Student Development Department.
- Utilized disk cloning software to image hard drives.
- Configured and supported deployed software.

Software and Programming Languages utilized: HTML, C++, PHP, MySQL, Dreamweaver, Norton Ghost, Office 2003 Professional, Windows Server, Linux, and Windows XP Professional.

**Intern I**      Sprint North Supply      New Century, Kansas      October 2003-December 2003

- Worked as a member of a team of four to analyze the order taking process including phone, Internet, and Electronic Data Interchange Orders.
- Developed plans to optimize each process with minimal cost.
- Provided technical assistance to team members.

Software utilized: Microsoft Visio 2003, Microsoft Project 2003, Microsoft Word 2003, and Microsoft Excel 2003.

## 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