

Joseph Embers

OBJECTIVE

Actively searching for an opportunity to expand my experience and skills in the IT profession. My objective is to become part of a diverse and dynamic team and to have success as a System & Network Administrator.



ADDRESS

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EXPERIENCE

April 2008 – Current

System & Network Administrator • Topeka & Shawnee County Public Library • Topeka, KS

Responsibilities:

- Work with all departments and staff across entire organization
- Manage day to day IT operations and helpdesk functions, such as answering phones, logging support tickets, working support tickets, running reports, creating and updating documentation
- Administer the operations of servers (Windows all versions, OSX, Linux) both physical and virtual
- Work with computer techs to manage and deploy end-user workstations, phones and mobile devices
- Manage VOIP system from the creation of accounts, deployment of phones, changes to the auto attendance and phone tree
- Oversees SCM and WSUS for patching and deployment
- Maintain Microsoft Active Directory and Group Policy
- Manage all aspects of Office365 from Exchange, SharePoint, Teams, Azure and application integration
- Manage daily, weekly and monthly backups onsite and offsite
- Communicate with stakeholders about updates and changes
- Schedule downtime for upgrades and maintenance
- Build strong relationships with hardware and software vendors for procurements, maintenance contracts, and support
- Acquire quotes for hardware, software, and service base solutions
- Provide security awareness training for staff
- Work with Security staff on the management of security cameras and the physical access system
- Work with the facility team on the configuration and management of Johnson Control HVAC software
- Assist computer techs with daily AV setups and tear downs
- Scout the horizon for the latest trends in technology by researching, testing and deployment of innovative solutions
- Design and implement systems that streamline processes increasing ROI and lowering the cost of ownership

Projects:

- Work with IP provider to upgrade both data and VoIP circuits
- Work with Network Engineer and Architect in the redesign of physical spaces regarding placements of network ports and network hardware
- Lead in the migration of physical to virtual server infrastructure
- Lead in the implementation of a traditional SAN and Blade environment
- Assisted in the migration from a VMware hypervisor and traditional SAN/Blade environment to Nutanix's Acropolis hypervisor and hyperconverged solution
- Lead in researching and the implementation of a Point-of-Sale System which includes software and hardware, such as cash drawers, credit card terminals and receipt printers
- Lead in researching and migrating from an analog security camera solution to an IP base security camera solution
- Lead in the configuration of MDM management, such as Meraki and Hexnode used for deploying a fleet of mobile devices, phones, iPads, MIFIs both for staff and public use
- Lead in implementing security cameras on buses.
- Assisted in the configuration and deployment of Self checks for checking out books and paying fines.
- Assisted in the migration of a PBX analog system to a VOIP phone system

March 2001 – April 2008

System Administrator • **Kansas City Public Library** • Kansas City, MO

- Research, develop and design solutions that streamlined ITs operation in all areas of the library, such as virtualizing servers, back-up solution point of sale systems, self-check kiosks, public print, and time management
- Maintain maintenance contracts and relationships with vendors
- Manage Active Directory, Group Policy, DNS, DHCP, Software Deployment. Managed, maintain SAN, NAS, Windows Servers, Exchange 2013, SharePoint
- Responsible for desktop deployment and support both remotely and in-person

EDUCATION

Bethany College, Lindsborg, KS

GPA 3.2 with a BA in studio arts

REFERENCES

Upon request