Joe Veth

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Systems Administrator & IT Support Specialist

I'm a systems administrator with a background in information security. I specialize in providing IT support across a number of devices, both in-person and remotely.

Skills: Systems Administration, Desktop and IT Support, Windows OS, Mobile Device Management (MDM), Active Directory, Remote Desktop, Office 365, ManageEngine, Server Administration, Network Design, Penetration Testing

Certifications: CompTIA A+

Education: Bachelor of Science, Network Security - The University of Advancing Technology, 2012

Conversation Starters: Video Games, Hockey, Magic The Gathering

EXPERIENCE

Systems Administrator

Workforce Solutions Rural Capital Area • October 2022 - Present

I administer a number of IT systems for 11 offices across the 9 counties surrounding Travis County, and am responsible for account onboarding and offboarding, delivery and setup for equipment and other inventory, and providing end user support for 200 employees and contractors.

- Manage user accounts across Active Directory and Microsoft Azure
- Reimage laptops used by staff via ManageEngine Desktop Central
- Monitored and audited inventory via WaspCloud to ensure state regulations are being met
- Troubleshoot mobile and laptop device issues, both onsite and remotely
- Set up and maintained badge access via WIN-PAK across 11 offices
- Coordinated communication between contractors and Texas Workforce Commission

Desktop Support Specialist

Direct Energy • December 2014 - July 2018

I provided end user support for Dell WYSE and HP Thinclient users at a 500+ person call center, including hands-on troubleshooting and maintaining equipment, user accounts, and inventory.

- Worked closely with users to diagnose and resolve both software and hardware issues
- Managed user accounts across Active Directory and Windows RDS via VMWare
- Reimaged laptops used by call center supervisors and management with Windows 7 via SCCM
- Monitored and maintained equipment inventory
- Assisted with Juniper switch configuration

Freelance Technology Consultant

August 2018 - October 2022

I provided both remote and in-house IT support for various content creators, including hardware and networking configurations, setup and troubleshooting in Open Broadcaster Software (OBS), and assisting with ethernet wiring, crimping and running cables, and sound-proofing rooms.

Support Desk Specialist

Pearson Education • July 2014 - November 2014

I diagnosed and resolved technical issues for customers using Pearson's Powerschool online education software and clinical iPad application, as well as managed support tickets in Salesforce.

Software Upgrade Specialist

BlackBoard, Inc. • May 2014 - July 2014

I scheduled and ran remote upgrades for BlackBoard's Transact servers to approximately 250-300 customers in college campuses across the country. This also included performing pre-upgrade benchmarking tests, upgrading databases, providing Windows server and other upgrade process support, and managing cases in PeopleSoft.