

Jim Chambers
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OBJECTIVE

Personable IT professional with strong analytical and troubleshooting skills in hardware and software seeks a Help Desk Technician/Assistant Administrator position which can provide growth and upwardly mobile career development opportunities.

CAREER EXPERIENCE

System Sensor, Life Safety Division of Honeywell, St. Charles IL (April 2008 to Present)

IT Support Technician

- Supporting hardware and software installation for 1000 plus people, Windows applications i.e. XP, 2000, 98 and Outlook, BPCS, SAP, Engineering Applications i.e. AutoCAD, ProEngineer/Wildfire, Orcad. Plus additional attendance and tracking software.
- Troubleshooting problems over the phone with users.
- Utilizing Lotus Notes and Revelations for asset and procedure documentation purposes.
- Working with Dell and Micron PC's and Blackberries. Support HP and Xerox printers.
- Deploying PC's using Norton Ghost.

Boys & Girls Club of Elgin, Elgin IL (September 2004 to April 2008)

Technology Coordinator

- Maintaining a computer lab network of 20 computers.
- Troubleshooting network, software, and hardware problems.
- Completing monthly virus and spyware scans, defragged hard drives.
- Managing data entry for the proprietary database attendance manager.
- Planning and executing technology programs for at-risk youth.
- Advising Technology Subcommittee at the Boys & Girls Club of Elgin.

CLTV, Oakbrook, IL (December 1998-July 2003)

- Photojournalist
- News Editor
- Studio Crew

VOLUNTEER EXPERIENCE

Boys & Girls Club of Elgin

Build and maintain PC's and Network at the Boys & Girls Club of Elgin trouble shoot network connectivity and virus issues for the club.

Christ Community Church

Build PC's, work on server racks, fix general software/hardware and network issues.

EDUCATION & TRAINING

Computer Systems Institute

ComTia's A+ Hardware 220-301

Columbia College Bachelors of Arts 1998

Major: Television & Video Production, GPA 3.87

Related Skills and Knowledge

Windows Server 2003 installation, Active Directory, Microsoft Exchange, Vista, Windows XP, and 2000, PC hardware diagnosis and repair, software installation and repair, network cabling and topologies, modems, switches, routers, networking printers, scanners, and additional peripherals. Some experience with scripting and batch files.

Eagle Scout 1993