Chris Mackey

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Aspiring team manager, with 11 years of combined experience in multiple fields of IT support within K-12 schools, always looking to improve departmental effectiveness through essential proven business practices with the goal of making everyone's life easier.

Technical Skills

- Windows (XP, 7, 8.1)
- Windows Server (2003, 2008, 2012)
- Hyper-V
- Cisco access devices (switch, wireless)
- Cisco Telephony (UCM/Unity/IM&P)
- Cisco Meraki (switch, wireless, camera)
- Palo Alto Firewalls & Panorama
- Cat6 Cabling and Design
- Basic BIX panel moves
- APC UPS
- iBoss Web Content Filtering
- Documentation
- Faronics Deep Freeze

Experience

System Technician 2, Greater Saskatoon Catholic School Division

April 2020 – April 2021 | Saskatoon, Saskatchewan

- Resolved all telephony issues, redesign, maintenance, and upgrades.
- Create an alert on Cisco voice routers to send an email alert when an analogue line is inactive.
- Research, test, and purchase call reporting software that integrates with Cisco UC.
- Be available to help with any network related issues as requested (switch repair/swaps/install).
- Organically created and maintained documentation of the network and assets using Visio.

Network Administrator, Northwest School Division #203

September 2014 – October 2019 | Meadow Lake, SK

- Networks:
    - Migrated access switches and wireless from DLink to Cisco to Meraki.
    - Upgraded data cabling to Cat6 with 10G-20G fiber backbones and server uplinks.
    - Saved my supervisor time with detailed documentation of the logical and physical networks and assets at every site using Visio.
- Telephony:
    - Cisco CM/UC/IM&P: Responded to all related issues, redesign, maintenance, and upgrades.
- Security:
    - iBoss: Manage and perform daily reports.
    - Palo Alto Networks: Migrated from Freedom9 to PAN and managed with Panorama.
    - Meraki Cameras: Migration from Night Owl CCTV (indoor and outdoor).
- Purchasing/receiving as required.
- Train and manage technicians, perform administrative duties in supervisor's absence.

Systems Administrator, Northwest School Division #203

September 2012 – September 2014 | Meadow Lake, SK

- Windows Server 2003-2012: Maintain and migrate servers and AD services, and backups.
- Symantec Altiris: Develop and test multiple Windows 7 builds.
- Faronics DeepFreeze: Configure and manage.
- Sophos Antivirus: server/client deployment.
- IBM SchoolConnect: Collaborate with the developer to manage and upgrade the system.
- iBoss: Configure, manage, and run daily reports.
- Lent a hand to the paid professionals with the migration of our financial system.
- 2012 Saskatchewan Summer Games: set up accounts and WIFI network access for all staff, participants, and viewers.

Network Support Specialist, Northwest School Division #203

November 2009 – September 2012 | Lloydminster, Saskatchewan

- Service up to 11 schools, division office, bus shop, and maintenance shop for all technological issues as assigned in the ticketing system.
- Symantec Altiris: Develop and test multiple Windows 7 builds. Also used for remote support, image deployment, software deployment, and mass software updates.
- Swap and upgrade all computers in specified schools, sending old to recycling.
- Assist with network upgrades.

Education

JULY 2010

Bachelor of Applied Information Systems Technology – Network Management

Northern Alberta Institute of Technology

With Honors

JULY 2008

Information Technology Diploma

Saskatchewan Indian Institute of Technology

Certifications

NOVEMBER 2016 - OCTOBER 2019

NETWORK+, COMPTIA

Soft Skills

- Planning
- Effective documentation
- Collaboration
- Adaptable
- Empathetic
- Humorous
- Honest

- Innovative
- Coaching
- Project Planning
- Troubleshooting
- Work Ethic
- Supportive
- Patient