Justin Michael Collins

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IT Technician with 4+ years of experience in repairing computer hardware and diagnosing and resolving network and software issues. Skilled in maximizing productivity by patching and upgrading various applications, planning, installing, and configuring Windows 10 and related Operating Systems.

IT Technician Experience

DOVER SCHOOL DISTRICT, DOVER, NH
IT Technician / IT Specialist, September 2022 - Present

- Manage the installation, design, and network infrastructure of 1000+ computers Provide PC and Chrome OS support to Dover School Students, Staff and Faculty via phone, RDP, and in-person troubleshooting
- Manage the installation and administration of District software according to established ITS policies and procedures.
- Use approved techniques and methodology to repair and maintain district equipment including but not limited to; projectors, Smart Interactive Displays, Windows Laptops, Chrome OS Devices, Printers, and Cisco VOIP Phone Systems.
- Manage the maintenance and repair of Papercut print server applications throughout the District on Windows Based machines.

THE RIVERWOODS GROUP, EXETER, NH
IT Technician, July 2021 – August 2022

- Manage the installation, design, and network infrastructure of 1000+ computers
- Deliver desktop support and technical training on software, hardware, and network troubleshooting to 700+ end users
- Coordinate all aspects of helpdesk and ticketing system, including network installation, maintenance, and support
- Deliver PC support via phone, email, RDP, and site visits to 50+ customers daily
- Utilize effective preventive and predictive maintenance techniques for computer repair and maintenance
- Successfully maintained up to thirty open requests simultaneously, resolving issue in a timely and effective manner.

NEW HAMPSHIRE MUTUAL BANCORP, LACONIA, NH
IT Support Specialist, March 2019 – March 2021

- Performed a variety of computer repair and maintenance activities, including onsite repairs, replacements of parts.
- Traveled to on site locations in a 60-mile range, maintaining extended communications with clients to ensure maximum client satisfaction
- Successfully maintained up to twenty open requests simultaneously, resolving issues within 3 hours of arriving on site
- Evaluated system performance of 500+ machines to plan and execute software and hardware upgrades across the enterprise
- Employed effective troubleshooting techniques and process initiatives

Certifications

CompTIA Security+ (Issued - April 2023)

Education

NHTI – CONCORD'S COMMUNITY COLLEGE, CONCORD, NH
Associate of Science in IT - Networking, August 2017 – December 2018