

Jay B. Brandt – IT Manager

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Skills and Experience

Information Technologies Manager and Mentor :

- Trained a desktop computer support manager and transferred duties to him.
- Trained several desktop computer support technicians and supervised up to three at a time.
- Supervised two direct reports, up to six contractors, and up to 14 part-time employees
- Devised and for several years taught a college level computer literacy class, mandatory for all incoming Freshmen (500 per year), then converted course to an automated Computer Based Training system.

Customer Support Management :

- Managed desktop computers and user support for over 2000 users and 550 computer systems.
- Experienced using and supporting a wide range of Macintosh and Windows software.
- Coordinated department level planning and infrastructure for cross-town work site moves and internal office assignments and moves.
- Managed conversion of Macintosh users to an integrated Windows and UNIX environment, and to only one computer per user.
- Supervised IT side of a department ramp-down effort, including redistribution of 320 computer assets.
- Evaluated new and proposed software and hardware acquisitions.
- Coordinated specifications for and purchase of computer systems and software.
- Established and managed a college campus computer store, with a service department. Managed service department for a retail computer store.

Systems Administration :

- Developed a Disaster Recovery Plan for department. Assisted in DRP planning for other departments.
- Sysadmin for Macintosh (OS 1 to X), Windows (NT/2K/XP) and UNIX (Sun Solaris 5.6 / 5.7).
- Configured and installed computers, peripherals, software and upgrades for the above types of systems.
- Supported LocalTalk and Ethernet LANs and TCP/IP services (DHCP and fixed IP assignments).
- Managed e-mail servers (Microsoft Mail, QuickMail) for up to 950 users.
- Maintained and managed Macintosh and Windows software licenses and security.
- Established and managed student Computer Labs (Macintosh and Windows).
- Have been factory certified for Apple Macintosh and IBM PC repair.

Web Architect :

- Managed several internal corporate web sites, including initial site designs and complete site redesigns.
- Coordinated and trained up to 14 web contributors to create and support a multi-server web site with resources in Arizona and Texas.
- Managed web servers (Netscape Enterprise Server).
- Managed content on web servers (Netscape, Domino, Compass LiveLink, Apache).
- Experienced with a wide range of web development and graphics software.
- Experienced in HTML, DHTML and JavaScript coding. Some PERL programming and CGI's.

Education

Oregon Institute of Technology – BS-CSET

- Bachelor of Science, Computer Systems Engineering Technology, May 1983

Recent Employment History

June 2003 to Present : Computer Sciences Corp. (Motorola account) : Austin, TX

- Desktop Field Services (Mac and Windows), Global Infrastructure Solutions

May 1993 to May 2003 : Motorola Corp. : Austin, TX

- Desktop Customer Support (Macintosh and Windows), Global Information Services
- Lead Webmaster / Staff Programmer Analyst; Advanced eDRAM Center
- Webmaster / Desktop Computer Support Manager; STL
- Macintosh Support Manager; APRDL

August '92 to May '93 : University of Oregon : Eugene, OR

- Computer Support Technician; School of Architecture and Allied Arts

July '85 to June '92 : Linfield College : McMinnville, OR

- Manager of Microcomputer Services; Computer Science Department