

Steven Fowers

IT SPECIALIST

EDUCATION

General Education Diploma
Scottsboro High School
Scottsboro, AL

OBJECTIVE

IT Specialist with over 3 years of experience in system administration, network support, and help desk operations, Asset management and procurement, seeking a remote technical support role to deliver efficient, secure, and high-quality user support through strong troubleshooting and remote support expertise

REFERENCES

Available upon request

FUNCTIONAL SKILLS

Hardware Support
Software Support
Microsoft 365
Microsoft Exchange
InTune
Windows Server Administration
Linux Server Administration
Active Directory Administration
Networking Experience
JIRA Service Desk
VPN
Customer Service Skills
Zebra Printers Support
Desktop Printer Support
Canon Copiers Support
Asset Procurement
Asset Management/Auditing
Patch Management
Communication
Problem-solving

EXPERIENCE

August 2022 - present

ASSET MANAGEMENT

Maintaining accurate details of computers, printers, network appliances, and other IT related devices. Ordering and inventorying consumables. Responsible for research and procurement of new hardware and software to better support business operations.

SYSTEM ADMINISTRATION

Implemented new procedures and technologies that improved efficiency and streamlined operations. Provided in-person and remote support to office locations between 3 states, and Industrial needs at 2 plant facilities.

CYBER SECURITY

Implemented new policies and procedures to strengthen operational security across all networks and systems between offices and facilities. Created and implemented a cyber security training program to train at risk staff to recognize and report cyber security problems proactively instead of reactively.