Joshua Coffey

I.T. Support Technician

PC Technician and Technical Support Specialist with 14 years experience supporting, deploying and troubleshooting hardware and software on multiple platforms.

SKILLS

Certifications: CompTIA: A+, Network+; Microsoft: MTA, MCSA; Apple: Apple Teacher
Experience: JAMF MDM for iOS devices, Microsoft SCCM for Windows , Adobe Creative Cloud, HTML and CSS
Soft Skills: Creativity, Problem solving

ACHIEVEMENTS

Boy Scouts of America
- Eagle Scout- September 1997
- Wood Badge - 2014
- Unit Commissioner - 2011-2017

Church of Jesus Christ of Latter-Day Saints
- Full-time Missionary - 2001-2003

CONTACT

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WORK EXPERIENCE

Salt Lake City School District
Febuary 2015 – Present
- Day to day upkeep of school computers and tablets at three schools.
- Deployment of new computers, and annual refresh of software and operating system on all school computers.
- Troubleshooting and repair of computers and tablets.
- Lead technician on project to provision and issue tablets into a 1:1 device to student environment.
- Lead technician on project to import existing tablets in a 1:1 environment to district standard.

Architectural Computer Services
August 2007 – February 2015
- Assist clients in installing and using Microsoft Office based application.
- Troubleshoot installation and operation of said software, generally via phone and remote desktop.
- Support internal users on business software.
- Hosted in-person training sessions with clients on use of company software.

EDUCATION

A.A. with Honors, International Studies
Salt Lake Community College, Salt Lake City, Utah
B.S., Information Technology
Western Governors' University, Salt Lake City, Utah
Certificate of Completion, Web Development
Workforce & Economic Development – Salt Lake Community College