

JAMES STRICKLAND

SYSTEM SUPPORT SPECIALIST

CONTACT

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📍 Denmark, South Carolina 29042

EDUCATION

University of South Carolina
Columbia, SC

**Bachelor of Science in
Integrated Information Technology**
Graduated Spring of 2021

SKILLS

Technical Skills

- Hardware Troubleshooting & Repair
- Software Support
- System Administration
- Network Management
- Help Desk & Remote Support
- Technical Writing & Documentation
- Ticketing Systems

Soft Skills

- Communication
- Problem-Solving
- Collaboration
- Leadership & Supervision
- Customer Service

PROFILE

Dedicated and experienced System Support Specialist with a strong background in technology support, system administration, and hardware repair. Began my career as a high school intern and have since developed a robust skill set in troubleshooting, network management, and end-user support. Graduated from the University of South Carolina with a Bachelor's in Integrated Information Technology and have been a key IT resource for Bamberg County School District since 2021. Adept at managing large-scale hardware deployments and coordinating with various stakeholders to ensure seamless technology operations.

WORK EXPERIENCE

System Support Specialist

Bamberg County School District Intern from 2015 - 2021 | 2021 - Present

- Troubleshoot hardware and software issues for over 2000+ users, including students, teachers, and staff.
- Manage Google Admin Console, Active Directory, and Windows environments to ensure secure and efficient system performance.
- Repair and maintain a fleet of Chromebooks and Windows desktops/laptops, ensuring minimum downtime.
- Collaborate with the IT Director on hardware and software purchasing, deployment strategies, and resource management.
- Lead, mentor, and supervise IT technicians and interns, providing guidance and ensuring high-quality support services.
- Coordinate with contractors and vendors to install and maintain key infrastructure, including CAT 5/6 cabling, Wi-Fi access points, firewalls, switches, and surveillance systems.
- Provide on-site support for projects involving network installations, uninterruptible power supplies, telephony, and camera systems.
- Create and deliver training sessions and technical documentation to staff, ensuring they understand and can effectively use new technologies.
- Maintain a ticketing system for tracking and resolving support requests, achieving high customer satisfaction through timely resolutions.