JONATHAN GRAVES

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OBJECTIVE: IT professional with experience in desktop support, help desk services, electronic health record systems, and analytics aiming to use my proven technical, management, analytic, and communication skills to innovate and improve business processes along with supporting overall operations.

EDUCATION

Northern Kentucky University
- Masters of Science, Health Informatics, May 2019

University of Louisville
- Bachelor of Arts, Communications, May 2017

WORK HISTORY

University of Louisville, Information Technology
Desktop Services Technician Sr., August 2018 – Present
- Serve as lead technician, and adviser for all technology related matters within the newly built Belknap Academic Building.
- Administer and provide continued development of a computer-imaging system (MDT): including developing a Windows 10 Image and customized features for the needs of the university.
- Provide administration, training, and configuration support across campus for approx. 260 Mersive Solstice Pod Display's.
- Administer a loaner computer program for students to utilize while studying in the Belknap Academic Building.
- Perform Tier 1 duties assisting users via phone, email, and in person regarding user accounts, hardware, software, and classroom needs.
- Manage Active Directory security groups and user permissions for the Belknap Academic Building's container, which contains approx. 200 user accounts, and 200 computers.
- Develop and continuously enhance the technology vision of the building along with developing best practices for classroom computing technologies.

University of Louisville, School of Dentistry
Technology Specialist, August 2016 – August 2018
- Perform Tier 1 duties assisting users via phone, email, and in person regarding user accounts, hardware, and software.
- Manage Active Directory security groups and user permissions for the School of Dentistry's container, which contains approx. 1000 user accounts, and 500 computers.
- Administer help desk system (Track-It!), which manages help tickets, department purchasing, inventory, and software licensing.
- Create Custom Crystal Reports and query databases using SQL to provide analytics and reporting on items of interest
- Provide administration of Wyse Thin Clients, and front line support for Citrix virtual environment.
- Provide front line support and administration of a Digital Radiography system (MiPacs) utilizing digital X-Ray Sensors and assist with maintenance of our Electronic Health Record System (axiUm)

- Administer computer-imaging system (MDT): including developing a Windows 10 Image and customized features for the needs of the school.
- Maintain A/V equipment within the school along with serving as lead contact with support vendor and provide training on its use as needed.
- Develop new processes or improve existing processes to streamline operations including developing an electronic On-Boarding/Off-Boarding process, Streamlining purchase record maintenance, and reducing the time needed to perform a new computer deployment.

University of Louisville, School of Dentistry
Administrative Assistant, September 2015 – August 2016
- Perform Tier 1 duties assisting users via phone, email, and in person regarding user accounts, hardware, and software.
- Manage and update status of help desk tickets including following up with users as necessary.
- Work with Desktop Support team to troubleshoot hardware and software issues with desktops, laptops, and Wyse Thin Clients.
- Coordinate special projects and rollouts including the implementation of Lua (Secure HIPAA messaging) and Track-It! Self Service Portal.
- Function as an Administrative Assistant to the Director of Dental Informatics, fulfilling purchase orders, Pro-Card transactions and reallocation, management of his calendar, and processing travel expense reports.
- Coordinate the purchase and obtainment of all hardware and software needs for the school. Tracking all details for compliance reporting.

University of Louisville, Parking and Transportation Services
Parking Service Officer, May 2013 – September 2015
- Collect parking fee revenue from customers exiting the Chestnut St. Garage.
- Collect, reconcile, and prepare revenue deposits from various pay machines within the parking operation.
- Troubleshoot issues and perform general maintenance on equipment using guides, along with computer/electrical knowledge of machine systems. Coordinate reports between service technician and other staff.
- Issue citations to vehicles in violation of university parking rules and regulations.
- Serve as backup to the HSC Parking Office Staff, performing receptionist duties as needed.
- Assist Special Events Coordinator with event needs to include scheduling and supervising events.
- Create training materials as needed to assist with training for different pay machines around campus.