

JEFFERY S. GRANTHAM JR.

IT Systems Administrator

SKILLS

- Typing speed of 28 WPM w/o errors
- Knowledgebase Management
- Information Security Awareness
- MySQL Database Administration
- MacOS Server Administration
- Cisco firewalls and switches
- Citrix Xenserver
- Proxmox
- Git
- Postfix

I am also knowledgeable in many programming languages such as Bash, PHP, CSS, C++, and HTML.

I am proficient in several Linux, MacOS, and Microsoft operating systems.

EXPERIENCE

IT Systems Admin | NIC Mississippi | 2021 - current

- Workstation management
- Permissions management
- User support
- Asset management
- Server rack management
- Act as a liaison between local and corporate offices for technical/infrastructure support
- Manage Windows and Linux based servers
- Active Directory OU/Security Group/User management
- Generate reports using PowerShell and Bash respectively
- Certificate management
- Provide support for backend/frontend developers

OBJECTIVE

I aim to provide top-tier infrastructure support and maintenance in a timely manner with little to no supervision required.



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<https://jgrantham.duckdns.org/>

IT Systems Admin | Hightower Advertising Agency | 2018 - 2021

- Maintain physical, virtual, and cloud-based servers running Ubuntu, Windows, and MacOS Server
- Create and maintain MySQL databases
- Create folder structure for development of webpages
- Create and utilize "git" repositories
- Implement process improvements to Bash scripts
- Schedule and maintain Cronjobs across Ubuntu Servers
- Provide support for backend developers
- Purchase domains and SSL certificates for use
- Provide end-user support to company management and employees

VIES System Admin | General Dynamics Information Technology | 2014 - 2018

- Maintain Windows 2008 and 2010 Servers in use by the VIES and CDC contracts
- Perform administrative functions within the Red Box Recorder application
- Lead team member when a supervisor is not present/available
- Trainer Assistant/Backup
- Assist analysts with call/e-mail ticket entry as needed
- Call/e-mail QA as assigned weekly/monthly
- Maintain/Update spreadsheets related to VIES contract
- Maintaining memberships to VIES e-mail distribution lists
- Take escalated calls
- Assist with correction/creation of Knowledgebase Articles
- Issue severity 1 tickets as required by the "Severity 1 Escalation Process"
- Monitor reports to provide insight on trends and recommendations for improvement
- Schedule flexibility to provide support as needed

EDUCATION/CERTIFICATIONS

- **GED (General Education Diploma)**
- **CompTIA A+**