CRAIG S. WILLIAMSON

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SYSTEM ADMINISTRATOR / DESKTOP SUPPORT

Information technology specialist with solid experience in supporting hardware and software systems. Have supported desktops, hardware and software, and server hardware for over 20 years and server software, mostly Microsoft windows 2000/2003 for 5 years. Very familiar with Dell servers, desktops, laptops, and printers.

PROFESSIONAL QUALIFICATIONS

Hardware
HP, Dell, and Micron laptops; Dell Servers; HP, Dell and QMS printers.

Software
Unix V.4; NCR MPRAS; Red Hat Linux; Windows 95/98/NT/2000/XP/2003; Microsoft Office 97/2000; Microsoft Outlook; WinBatch

Solutions
PC Workstation support – both hardware and software
PC Workstation installation
NT/2000/2003 server administration
UNIX (NCR MPRAS) administration
Red Hat Linux administration
Unix shell scripting
Real Video server administration
Videoconferencing support

RELEVANT PROFESSIONAL EXPERIENCE

Dell   Oklahoma City, OK

Server Support Analyst   11/2006 – 04/2009

- Supported Dell Servers in a call center environment

- Worked with all Dell servers on hardware issues

- Worked with software issues on Windows 2000, 2003, 2008

Knight Systems   Oklahoma City, OK

Field Support Tech   04/2006 – 11/2006

- Delivered toner, Repaired printers, repaired PCs.

RCM Technologies/Banctec   Columbia, SC

Field Support Tech   07/2004 – 01/2006

- Replaced PC components on a contract with Dell and others

VC3   Columbia, SC

Client, Server, and Network Support   05/2000 – 11/2001

- Supported client workstations in both hardware and software in a 7/24 environment.
- Installed Linux PC's as routers and supported the configurations and routing.
- Administered NT servers.

INDEPENDENT CONTRACTOR   Columbia, SC

Microstaff – Client and Server Support   02/2000 – 04/2000

- Provided client PC support work for Steeleye.
- Assisted in the setup of Linux servers for use with clients.
- Installed workstations and laptops with dual boot Windows NT and Linux OSes.
- Added users to the NT domain and Linux servers.

NCR   Columbia, SC

Senior Electronic Technician   09/1987 – 01/2000

- Supported client workstations in both hardware and software.
- Installed client workstations.
- Created scripts to make installations and setups more efficient.
- Supported common printers, video projectors and dialup modem pool.
- Administered the NT and UNIX servers.
- Supported real video server.
- Worked on internal web pages using HTTP and CGI scripting.
- Supported videoconferencing equipment.

VECTRIX   Greensboro, NC
Electronic Technician   08/1983 – 08/1987

- Worked with engineers in development of PC boards.
- Handled customer service calls.
- Repaired the PC boards sent in for repair.

EDUCATION

AS Degree, Electronics Engineering Technology   Guilford Technical Community
College Continuing Education, Electronics Engineering   University of South Carolina

Eagle Scout