

**Jason Forbes**  
**1151 Trapelo Rd.**  
**Waltham, MA 02451**  
**Cell: 781-354-6158**  
**Home: 781-894-6119**  
**jforbes@alum.rpi.edu**

**Summary:** Quick learning, talented individual seeking a full-time position to apply system administration skills.

**Education:**

**Rensselaer Polytechnic Institute**, Troy, NY (graduated May 2004)  
B.S. Cum Laude, Information Technology, Concentration: Web Systems

**Work Experience:**

**IT Resource Specialist**

**February 2006 – present**

**Waltham Public Schools**

Supported both end users and other tech staff. Tasks included PC troubleshooting, software installations, and monitoring phone and email help lines. Assisted with imaging of new PCs and creation of new user accounts. Administered nightly and weekly backups. Recent focus on developing a web-based system for elementary teachers to enter report card data.

**Systems Administrator/Support Technician**

**January 2005 – February 2006**

**DGI-Invisuals**

Assisted in a variety of administration tasks, including migration of users to a new domain, installation of a new Exchange server, and setup of an IIS server. Provided support for employees, including several off-site. Helped with deployment of an Infocaster and VBrick-based system for display of video and other media over the company network. Also developed a small web-based ordering system and made a significant cleanup to a tool to track client uploads to the company FTP site.

**Support Technician/Developer**

**June 2002 – August 2002**

**Waltham Public Schools**

**May 2003 – August 2003**

Performed a variety of troubleshooting and support tasks including installation of Altiris management software. Wrote documentation to describe solutions to a variety of software and hardware problems.

Also built a web-based helpdesk system that included both tracking support requests and a knowledge base of frequently encountered problems.

**Technical Summer**

**June 2000 – August 2000**

**MITRE Corporation**

**May 2001 – August 2001**

Worked on several web applications including a project tracking system and a weather monitoring system.

**Computer Skills:**

**Operating Systems:** Windows (detailed knowledge of Windows 2000/XP/Server 2003 and working knowledge of Vista and Server 2008) and OS X (working knowledge of Tiger and Leopard).

**Software:** Excellent knowledge of standard office and development tools (passing knowledge of Office 2007). Good knowledge of IIS, Microsoft Exchange, BackupExec. Some knowledge of MS SQL Server, MS ISA Server, and Apache among other applications.

**Languages:** Moderate to strong knowledge of most major languages, including C, C++, Java, C#, Python, Visual Basic, and JavaScript.