

# JASON SMITH

*Senior Information Technology Professional*

## PROFESSIONAL SUMMARY

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Senior Information Technology Professional with more than three decades of experience improving system reliability, efficiency, and user satisfaction in enterprise environments. Deep expertise in service desk operations, endpoint management, and networked systems, combined with a strong focus on AI-driven automation. Recently led hands-on efforts to design and build AI-assisted tools and scripted workflows that streamline onboarding/offboarding, access management, and AVD/VM rebuilds, significantly reducing manual effort for the IT help desk. Known for troubleshooting complex issues, mentoring technicians, and partnering with stakeholders to turn repeat problems into automated, well-documented solutions.

## EMPLOYMENT HISTORY

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### SENIOR SERVICE DESK ADMINISTRATOR

**Mar 2022 - Present**

*Truckstop.com*

*Boise, ID*

- ◆ Lead technical support for internal users, resolving complex issues efficiently and improving overall user productivity.
- ◆ Manage Azure Active Directory and InTune user accounts and workstations, ensuring secure access control and compliant configurations.
- ◆ Coordinate Service Desk activities and mentor technicians, serving as an escalation point and improving team performance and knowledge sharing.
- ◆ Refine Service Desk processes, SOPs, and documentation to improve consistency, response times, and resolution rates.
- ◆ Partner with product and engineering teams on UAT and bug documentation, helping improve system reliability and user experience.
- ◆ Design and build AI-assisted tools and GUI-driven automations to streamline onboarding, offboarding, and access changes across multiple systems.
- ◆ Develop automated workflows for RMIS AVD/VM rebuilds, significantly reducing manual effort and improving consistency of virtual environments.
- ◆ Use AI copilots daily (ChatGPT, Claude, Perplexity, Cursor) for script generation, troubleshooting, documentation, and log analysis, shortening time to resolution for difficult incidents.

### IT SYSTEMS INTEGRATION ANALYST

**Sep 2014 - Oct 2021**

*PERSI*

*Boise, ID*

- ◆ Analyzed business and technological needs and implemented solutions that improved efficiency across systems and teams.
- ◆ Led major website rebuilds using WordPress, HTML5, and CSS, improving usability, performance, and overall member experience.
- ◆ Developed automated test suites and scripts (including for the Arrivos Retirement system) to validate new features and ensure system reliability before release.
- ◆ Streamlined technical support processes and created documentation, reducing resolution times and improving internal user satisfaction.
- ◆ Provided broad technical support across desktop and mobile devices; maintained servers and network systems to quickly resolve software and hardware issues.
- ◆ Partnered with stakeholders to define technology requirements and integrate new systems, improving cross-departmental communication and workflows.
- ◆ Acted as a bridge between business users, developers, and operations, helping translate requirements into practical, supportable solutions.

**DESKTOP SUPPORT SPECIALIST** **Jul 2014 - Sep 2014**  
*St Luke's* *Boise, ID*

- ◆ Deployed Windows 7 systems across the organization, optimizing deployment strategies to minimize downtime and user disruption.
- ◆ Performed software installations and resolved deployment issues in coordination with IT teams, improving system performance and user satisfaction.

**DESKTOP SUPPORT SPECIALIST** **May 2014 - Jul 2014**  
*Fidelity* *Boise, ID*

- ◆ Implemented Microsoft Office 2FA using Azure, strengthening authentication and improving overall user and data security.

**COMPUTER SUPPORT SPECIALIST II** **Oct 2013 - Mar 2014**  
*Banner Bank* *Boise, ID*

- ◆ Resolved complex application issues for internal users, minimizing downtime and keeping business operations running smoothly.
- ◆ Worked with cross-functional teams to improve software usage and deliver training, streamlining operations and boosting user satisfaction.

**SOLUTIONS CENTER ENGINEER** **Apr 2010 - Aug 2013**  
*Support.com* *Boise, ID*

- ◆ Provided remote technical support to consumers and small businesses, resolving complex issues and improving first-call resolution and customer satisfaction.
- ◆ Documented support interactions and solutions, creating repeatable fixes and improving overall service efficiency.

**RSG TIER 2 PHONE TECH SUPPORT** **Dec 2008 - Apr 2010**  
*HP / EDS* *Boise, ID*

- ◆ Provided Tier 2 phone support for Best Buy and Costco technicians, resolving complex hardware and software issues and improving customer satisfaction.
- ◆ Earned TechZone certification and collaborated closely with in-store techs to ensure accurate repairs and smooth operations.

**LAN ADMINISTRATOR / DESKTOP SUPPORT SPECIALIST** **Apr 2003 - Jan 2008**  
*NDSU* *Fargo, ND*

- ◆ Installed and maintained desktop systems and LAN-connected devices, improving reliability and productivity for faculty and staff.
- ◆ Optimized desktop and LAN server processes and helped streamline the software licensing program, reducing downtime and improving compliance and cost-effectiveness across NDSU and HCEN.

**NETWORK ADMINISTRATOR / INSTRUCTOR / COMPUTER SPECIALIST** **Oct 1999 - Apr 2002**  
*USMC* *Various Locations*

- ◆ Staff Sergeant (E-6) serving in multiple IT and leadership roles, including Data Chief / Network Administrator, Computer Systems Specialist Course Instructor, and Computer System Specialist.
- ◆ Administered LAN/WAN, servers, and desktop environments supporting military units, ensuring availability and security in demanding operational conditions.
- ◆ Provided hands-on desktop, printer, and network support, performing hardware repair, imaging, and deployments.
- ◆ Delivered classroom and one-on-one training on computer systems and networking fundamentals, mentored junior Marines and support staff.
- ◆ Led small technical teams, coordinated troubleshooting and maintenance efforts, and documented procedures to standardize support.

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## EDUCATION

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<b>BACHELOR OF SCIENCE IN SOFTWARE &amp; MOBILE APPLICATIONS DEVELOPMENT</b> <i>Stevens-Henager College</i> Graduated Magna Cum Laude	<b>Jun 2016</b> <b>Boise, ID</b>
<b>ASSOCIATE OF APPLIED SCIENCE IN NETWORK SUPPORT SPECIALIST</b> <i>Aakers Business College</i>	<b>Jun 2005</b> <b>Fargo, ND</b>
<b>DIPLOMA IN THE PROFESSIONAL PC REPAIR PROGRAM</b> <i>Professional Career Development Institute</i>	<b>Apr 1997</b> <b>Atlanta, GA</b>
<b>DIPLOMA IN COMPUTER SYSTEM SPECIALIST COURSE</b> <i>Computer Sciences School</i>	<b>Dec 1994</b> <b>Quantico, VA</b>

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## COURSES

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ONGOING PROFESSIONAL DEVELOPMENT THROUGH NUMEROUS LINKEDIN LEARNING (LYNDA.COM) AND UDEMY COURSES FOCUSED ON MICROSOFT 365, AZURE AD/INTUNE, AUTOMATION SCRIPTING, AND PRACTICAL AI/ML USAGE.

<b>CERTIFIED TECH SPECIALIST</b> <i>HP TechZone</i>	<b>Mar 2008</b>
<b>CERTIFICATION</b> <i>Network +</i>	<b>Oct 2003</b>
<b>INTERNETWORKING WITH TCP/IP ON WINDOWS NT SERVER - CERTIFICATION</b> <i>Unisys Korea Education</i>	<b>Feb 1999</b>
<b>SUPPORTING MICROSOFT WINDOWS NT SERVER - CERTIFICATION</b> <i>Unisys Korea Education</i>	<b>Jun 1998</b>

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## SKILLS

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Artificial Intelligence (AI); IT Process Automation; Troubleshooting & Problem-Solving; Technical Support; Hardware Repair (PCs, laptops, printers, servers); Network Administration; Cisco Networking & IP Telephony; Azure AD & Microsoft 365 Administration; Intune Endpoint Management; Exchange Administration; Active Directory; Citrix; Windows & Office Suite; macOS / Apple OS; Linux / UNIX; Malware Removal & Endpoint Security; Cloud Computing & DevOps Practices; Web Design & Development (WordPress, PHP, HTML5, CSS, MySQL, SQL); Automation Scripting & Testing (PowerShell, Ranorex, scripted test automation); System Integration; Performance Optimization & System Analysis; Incident Management & Service Desk Operations; User Training & Cross-Functional Collaboration; Technical Documentation & Knowledge Base Development; User Experience—focused Support.

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## LINKS

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LinkedIn: [www.linkedin.com](http://www.linkedin.com).