James F. Eyrich

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CCNA CISCO™ CERTIFIED

Objective

To find a position managing an IT system for a small to medium-size business or educational system.

Qualifications

I have been troubleshooting and repairing computers for more than ten years and have spent the last several years troubleshooting networks, both in the public and private sectors. As Network Administrator, I designed and installed an Information System for Hoopeston Area Community Unit School District 11 comprised of more than 400 computers, 1900 users, and connecting five buildings.

Work History

Jan. 2001-Sept. 2001

Operations Engineer, Relera Internet Centers and Solutions, Denver, CO.
Job responsibilities: Troubleshoot network and other system problems using a variety of tools including Netcool, Siebel, Netcracker, Qualaby, QIP, and Visio network diagrams. Work with Telco providers to troubleshoot connectivity issues, including gigabit ether, DS-3 and T-1 connections. Use IP protocol-based tools to troubleshoot layer 3 connectivity issues from various points on the network, including switches, firewalls, servers, and routers; navigate the command line interfaces of Juniper backbone routers, Cisco peer routers, and Cisco Catalyst switches to troubleshoot problems, and make changes to the configurations as needed; Assist with the development of various processes related to troubleshooting and interaction with other business units and third party vendors.

1993-present

Network Administrator, Hoopeston Area School District, Hoopeston, IL
Job responsibilities: Manage employees who maintain and install district computer resources, working onsite and remotely; Microsoft NT 4.0/2000 system administration, Unix account administration, maintain, upgrade, build, replace district computers; recommend purchase of new computers and related service equipment; design and install LAN/WAN; design and implement PC Desktop and Network security systems; maintain user database and data storage system for all students and staff; work with staff to help implement technology as a tool in education; create and maintain district web page using input from students and staff; work with administration to create, implement, and update an acceptable use policy for students and staff regarding all aspects of computer and network use in district.

Education

April, 2001

Cisco Certified Network Associate certification

1999

3 hour graduate level class covering the various areas of Voice Telecommunications including programming of an Ericsson PBX and creating custom IVR software.

1999

BS Telecommunications Management, Illinois State University, Normal; Graduated Cum Laude

References Available Upon Request