|  |
| --- |
|  |

|  |  |  |
| --- | --- | --- |
|  | 🞂Joshua Hughes  32524 Oil Well Road, Punta Gorda, FL 33955  Phone: (941) 270-3259  E-mail: hughesjm80@gmail.com  Website: http://joshuahughes.info |  |

|  |  |
| --- | --- |
|  | Profile  Technology professional with expert project planning, computer programming, systems analysis and design, strong leadership and communications skills, and more than twenty years of experience with Information Systems and Management.  Skills   * Knowledge of distributed processing operations, procedures, and equipment. * Knowledge of problem solving techniques. * Knowledge of computers and software. * Knowledge of the principles, practices and techniques of computer programming and/or computer systems analysis. * Knowledge of database design. * Knowledge of storage technologies, memory management, disk arrays, and networking. * Knowledge of backup and recovery processes. * Knowledge of incident response and disaster recovery skills. * Knowledge of Active Directory, firewalls, VPN, and Intrusion detection/prevention systems. * Ability to process information logically and solve problems. * Ability to develop training programs related to distributed processing operations and procedures. * Ability to monitor and resolve problems with distributed computer systems components. * Ability to identify and define user task needs. * Ability to communicate effectively. * Ability to establish and maintain effective working relationships with others. * Ability to plan, organize and coordinate work assignments. * Ability to supervise people. * Ability to write, code, test and debug computer programs. * Ability to write technical data processing reports. * Ability to adapt quickly to changing technology.   Experience  **Distributed Computer Systems Administrator** (March 2011 – Present)  Florida Department of Health in Charlotte County (1100 Loveland Boulevard, Port Charlotte, FL 33980)   * Plans, designs, and coordinates a distributed processing system (short and long term) with statewide or area networking in a multi-agency environment. * Consults with agency administrators and users to conduct information assessments to determine user needs and to define systems requirements. * Designs and configures a distributed computer systems environment with appropriate hardware, operating systems software, applications software, and communications components to solve business/office problems for a wide area or statewide multi-agency network. * Conducts research and development in distributed processing and information system technologies to support the planning and enhancement of the statewide distributed computer systems network including hardware, software, and communications resources. * Administers the designs, codes, tests, and documents computer applications and interfaces applications with existing mainframe applications or data bases. * Establishes methods and procedures for use of the distributed computer systems including hardware, software, communications, and user training. * Interfaces with all state agencies distributed systems support groups to ensure the distributed processing plan is consistent with the agency objective, and is compatible with existing applications and security requirements. * Coordinates and ensures the standard implementation of policies, procedures and systems operations with local computer support personnel. * Develops hardware configuration plans for distributed processing systems. * Assesses the effectiveness of hardware, software, and communications performance. * Ensures equipment is meeting the needs of state agencies as defined in the distributed processing plan and modifies the distributed processing plan as required. * Evaluates and selects vendor packaged software or custom written packages from agency or external sources when appropriate. * Coordinates with agency management for the acquisition of and contracting for hardware, software, and services (including maintenance). * Conducts on-going system audits to evaluate the utility and efficiency of the system's hardware, software, and communications components and the effectiveness of user training programs in meeting management information needs. * Staff development, including all supervisory duties including, but not limited to, hiring and selection, developing performance plans, conducting performance evaluations, planning and directing, approving leave, and coaching staff. * Accounts for all State and County owned property. * Coordinates internet and intranet site development with content owners. * Develops and Designs web pages. * Assembles and uploads content. * Ensures all pages meet ADA compliance.   **Distributed Computer Systems Specialist** (November 2009 – March 2011)  Florida Department of Health in Charlotte County (514 East Grace Street, Punta Gorda, FL 33950)   * Consults with users and assists the Distributed Computer Systems Analyst in conducting information assessments to define user needs and systems requirements. * Assists the analyst in the design and configuration of a distributed computer systems environment with appropriate hardware, operating systems software, applications software, and communications components to solve business/office problems for the local area networks. * Assists the analyst in establishing methods and procedures for use of the distributed computer systems including hardware, software, communications, and user training. * Installs and implements distributed computer systems hardware, software, and communications components including enhancements and upgrades. * Determines appropriateness of installing existing operating systems and applications software based on the local area networks' specific work function, volume of work, and systems storage capacity. * Edits and modifies configuration files for the distributed computer operating systems software, applications software, and for communications with other computers, printers, and other peripheral equipment. * Serves as a liaison with vendors to provide for special requirements for hardware and communications components such as building modifications, air conditioning, electrical or cabling requirements. * Monitors the use of software and hardware throughout the network and provides for on-going identification and resolution of user needs. * Conducts on-site system reviews to evaluate user compliance to system standards and procedures. * Analyzes and resolves hardware, software, and communications problems using diagnostic software and/or technical trouble shooting processes. * Performs on-going networking audits to maintain system security and integrity. * Operates equipment in conjunction with the Distributed Computer Systems Analyst to test new programs. * Conducts on-going support to identify methods/techniques for improving the use of existing hardware, software, and documentation. * Assesses the effectiveness of hardware, software, and communications performance and coordinates with the analyst for improvements. * Assists the analyst in the development and coordination of a distributed processing plan (short term and long term) for the local area networks. * Monitors the software used to ensure that it is meeting the need of the local area networks. * Maintains operating records relating to system production, performance and deficiencies. * Maintains an inventory of the networks' distributed processing hardware, software, and training including serial numbers, property numbers, level of software, type of training and to whom provided.   **Systems Administrator** (September 2004 –November 2009)  Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)   * Designs and configures a hosting environment with appropriate hardware, operating systems software, applications software, and communications components to deliver hosted solutions to business customers. * Conducts research and development in hosting systems and internet services technologies to support the planning and enhancement of hosted solutions including hardware, software, and communications resources. * Installs and implements hosting systems hardware, software, and communications components including enhancements and upgrades. * Administers the designs, codes, tests, and documents hosted solutions and web applications, and interfaces solutions with existing hosted solutions, services, applications, and/or databases. * Develops hardware configuration plans for hosting systems. * Analyzes and resolves hardware, software, and communications problems using diagnostic software and/or technical trouble shooting processes. * Ensures equipment is meeting the needs of business customers and modifies hosting systems as required. * Evaluates and selects vendor packaged software or custom written packages from external sources. * Serves as a liaison with vendors to provide for special requirements for hardware and communications components such as building modifications, air conditioning, electrical or cabling requirements. * Coordinates with management for the acquisition of and contracting for hardware, software, and services (including maintenance). * Conducts on-going system audits to evaluate the utility and efficiency of the hosting system's hardware, software, and communications components. * Installs and upgrades Relational Database Management Systems (RDBMS). * Creates, archives, and modifies databases. * Secures, controls, and monitors user access to the database. * Backs up and restores databases. * Optimizes database performance. * Assists network engineers with developing and implementing Virtual Private Networks, firewalls, and intrusion detection/prevention systems. * Maintains security solutions including Virtual Private Networks, firewalls, anti-virus solutions, and intrusion detection/prevention systems. * Investigates actual or potential information security incidents. * Reviews new hosting system designs and major modifications for security implications prior to implementation. * Collaborates with the Engineering Team in identifying network and system vulnerabilities, and the appropriate solutions to eliminate or minimize their potential effects. * Assists the Engineering Team with designing and implementing business backup/recovery systems. * Administers and maintains backup/recovery systems and disaster recovery plans. * Plans, implements, maintains, and administers terminal services for employees.   **Technical Administrator** (February 2003 – September 2004)  Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)   * Analyzes and resolves communications issues with Ascend MAX Remote Access Servers using technical trouble shooting processes. * Escalates communications issues to the Engineering Team and coordinates repair efforts when appropriate. * Edits and modifies configuration files for the Ascend MAX Remote Access Servers. * Monitors mail server and mail gateway queues, troubleshoots mail delivery issues, modifies mail server and mail gateway configurations, upgrades mail server and mail gateway applications, and acts as a liaison with the application vendor to resolve service/application issues. * Creates, modifies, and deletes DNS records for hosted solutions. * Assists the Systems Administrators with coding, testing, and documenting web applications, and with interfacing solutions with existing hosted solutions, services, applications, and/or databases. * Assistant to the Technical Support Department Manager. * Serves as a liaison between the Engineering Team and the Technical Support Department, reporting/communicating global issues, and coordinating the troubleshooting and repair efforts.   **Technical Support Representative** (February 2002 – February 2003)  Daystar Communications (18215 Paulson Drive, Port Charlotte, FL 33954)   * Provide Technical Support to Dial Up Customers * Troubleshoot & Repair software issues dealing with Microsoft Components * Provide training to Realtors on functions of the MLS Software * Monitor Network Operations (NOC) * Troubleshoot DSL, Telecom and Email issues   Education  Florida South Western State College (5/2017)   * Associates of Science, Internet Services Technology * GPA: 3.91   Charlotte Vocational Technical Center (12/1998 – 12/1999)   * Support Tech/Help Desk Certificate * PC Electronics Installer Certificate * Field Service/PC Technician Certificate * Computer Support Specialist/LAN Tech Certificate   Desoto County High School (5/1998)   * High School Diploma   Achievements  **Associate in Science Computer Programming and Analysis Honors**   * GPA: 3.91 * May 5, 2017   **Computer Programmer Certificate**   * May 5, 2017   **Information Technology Support Specialist Certificate**   * June 22, 2016   **Phi Theta Kappa Honor Society**   * Alpha Tau Eta Chapter * Member # 201885680 * February 9, 2016   **Certificate of Achievement for Academic Excellence in Computer Science**   * Date of Achievement: April 22, 2015   **Microsoft Technology Associate: Windows Server Administration Fundamentals**   * Date of achievement: 04/30/2015     **Microsoft Technology Associate: Windows Operating System Fundamentals**   * Date of achievement: 04/30/2015   **Microsoft Technology Associate: Security Fundamentals**   * Date of achievement: 04/30/2015   **Microsoft Technology Associate: Networking Fundamentals**   * Date of achievement: 04/30/2015   **CompTIA A+**   * CompTIA License 2C3KPNXDTGVESLXH * November 2013 to November 2019   **Florida Department of Health Leadership Training**   * June 12, 2012   **DWB & Associates Leadership Development Course**   * April 23 - 25, 2012   **Basic Supervisor Training**   * March 7, 2012   **FEMA ICS 808 - Emergency Support Function (ESF) #8 Public Health and Medical Services**   * June 21, 2012   **FEMA ICS 200.b - ICS for Single Resources and Initial Action Incident**   * June 21, 2012   **FEMA ICS 400-Advanced Incident Command System Command & General Staff: Complex Incidents**   * March 9, 2012   **FEMA ICS 300-Intermediate Incident Command System for Expanding Incidents**   * September 8, 2011   **FEMA ICS 100.b-Introduction to Incident Command System**   * August 4, 2011   **Hurricane Irma Special Needs Shelter (SpNS) - Performance Ratings**   * September 26, 2017 |
|  | *References available upon request.* |