

# Brian J. Watson

brianjaywatson@gmail.com • www.brian-watson.com • www.linkedin.com/in/brianjaywatson

---

## EMPLOYMENT HISTORY

### **Application Administrator II**

November 2021 – May 2023

Holmes Murphy, Waukee, Iowa

- Administered and maintained enterprise applications, including BI/Reporting/Analytics systems and Business process/workflow automation systems.
- Worked with IT teams and end users to ensure configuration, deployment, maintenance and testing of application servers.
- Created and maintained documentation.
- Worked with vendors when necessary to troubleshoot issues and monitor/resolve support cases.
- Administered and maintained systems such as Alteryx, Automate, Power Automate, Qlik products and Salesforce.
- Used ticket management and change management systems following published procedures; respond to and resolve incident ticket escalations for areas covered by this position.
- Lead position with enterprise applications and multiple project work.
- Followed change management control processes.
- Assisted in developing customized solutions where appropriate.
- Worked after hours remotely for all enterprise application upgrades and updates on VMWare servers.

### **Cloud Migration Engineer**

September 2019 – June 2021

Dymin Systems, Urbandale, Iowa

- Performed migrations from one type of environment to another, such as on-premise servers (Windows servers), cloud servers (Azure & Citrix), and Microsoft Intune. IIS, DNS, file, print, SQL, mail, application servers, etc.
- Created new environments, configured servers, installed applications, copied over data, assisted users with testing and performed migrations.
- Set up and administer Windows servers from Windows Server 2008 to Windows Server 2019 in virtualization.
- Completed email migrations from one type of email system to Microsoft 365, such as Google, Microsoft Exchange, and various POP3/IMAP email systems.
- Advanced knowledge of DHCP, DNS, DFS, Active Directory (AD), Azure AD, PKI, certificates and Group Policy.
- Moderate knowledge of networking and troubleshooting and configuration of firewalls and switches.
- Created documentation for policies and procedures and configured monitoring tools.
- Implemented the use of Powershell scripts.
- Collected information from existing environments and updated documentation for support.
- Updated templates and procedures to set a standard policy for each migration.
- Assisted users with training and testing for the new environment.

### **Network Specialist III**

December 2018 – July 2019

Marco Technologies, Urbandale, Iowa

- Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational problems along with preventative maintenance.
- Installed and supported basic network systems including workstations, servers and infrastructure devices.
- Administered virtual servers in Hyper-V and VMWare.
- Installed and supported archive and backup systems.
- Accurately created and maintained documentation and comply with service administrative procedures, including pick tickets, ticket updates, time entries and timesheets.
- Conducted scheduled onsite visits on a monthly or quarterly basis, run reports from RMM tool and performed

checklist of tasks to include updating documentation on SharePoint.

- Performed new client onboarding, scanned network for devices, inspected network equipment, document and label servers and infrastructure equipment, take pictures and uploaded to SharePoint.
- Created and updated network diagrams using Microsoft Visio.
- Provided technical support and support advice to end-users/clients regarding operational and hardware/application issues.

### **Enterprise Field Technical Service Analyst**

May 2016 – June 2018

Dell Datacenter, West Des Moines, Iowa

- Performed hands-on and in-depth troubleshooting and associated repairs of failed servers and storage systems.
- Worked autonomously in providing on-site technical support to customers.
- Performed thorough documentation of all service activities.
- Managed on-site parts locker including inventory control.
- Worked collaboratively in a team environment.
- Tested, maintained, and monitored computer programs and systems.
- Altered systems to improve workflow.
- Documented systems procedures.
- Analyzed computer performance indicators.

### **System Administrator**

November 2014 – April 2016

Storey Kenworthy, Des Moines, Iowa

- Provided support for 150 users via phone, email or in person.
- Administered Windows servers, desktop computers, laptops, printers, switches, VoIP phones, smartphones, software deployment, software licensing, Active Directory, security updates/patches and Office 365.
- Upgraded all company computers from Windows XP to Windows 7. Had employees' files copied to the new computer and assisted in switchover with the least amount of downtime for the employee.
- Created Visio network diagrams of server rooms in 11 locations. Assigned a go-to person for networking assistance at each location.
- Documented and mapped out the network for each cable's patch panel for all 11 branch offices using a cable tone generator.
- Maintained network infrastructure hardware, systems software, applications and configurations.
- Provided support for LAN, WAN, Internet system and network.
- Provided troubleshooting of software problems, network problems, systems problems and hardware problems.
- Performed emergency recovery operations.

## EDUCATION HISTORY

### **Associates of Applied Science Degree**

2003 – 2005

Des Moines Area Community College, Ankeny, Iowa

- Major: Information Technology Network Administration
- Cumulative GPA over 3.5; President's List or Dean's List Award each semester.
- Courses included computer networking, programming, administration and hardware/software.

## CERTIFICATIONS

Microsoft Certified: Power Automate RPA Developer (PL-500), Microsoft 365 Certified: Fundamentals (MS-900), Microsoft Certified: Power Platform Fundamentals (PL-900), CompTIA A+, CompTIA Network+, CompTIA Server+, Microsoft Certified Professional and National Career Readiness Certification level of Platinum.

## REFERENCES

References will be provided upon request.