

Brandon Pamplin

526 Clawson Street, Pittsburgh, PA 15208

brandonlp@gmail.com

412-656-9096

Education

University of Pittsburgh, Pittsburgh, PA
Bachelor of Arts in Political Science

Employment History

University of Pittsburgh, Pittsburgh, PA

Aug 2002 – Mar 2009

Senior Technical Coordinator

Jun 2007 – Mar 2009

Developed and deployed campus computing lab Mac, Windows, and Linux images. Managed DNS, DHCP, and Active Directory for the campus computing labs. Researched, developed, and implemented tools that improved the operations of the Student Computing team. Developed technical documentation and training to assist students and student employees in solving computer problems. Project manager and Mac developer for the University's internet connection CD. Designed various web applications in PHP to gather statistical information about the campus computing lab environment. Provided tier-3 support to student employees and the University Help Desk as a member of the Student Computing team. Managed several Mac OS X servers. Member of the project team that planned and executed the annual "Love Your Computer Week" event for University students.

Residential Networking Coordinator

May 2004 – May 2007

Managed a team of student employees who provided hands-on computer support for residence hall and off-campus students. Managed a campus computing lab, responsible for the imaging, maintenance, and upkeep of the lab. Member of the core project team for the completed Campus-Wide Wireless ("Wireless PittNet") project.

Student Residential Consultant

Aug 2002 – Apr 2004

Provided hands-on computer support to other students living in the University residence halls. This consisted of network setup and software/operating system troubleshooting for Windows and Mac users. Created technical documentation for residence hall and off-campus students. Designed a Web site that was used by students and Computing Services staff to remove the Blaster and Welchia worms that were infecting computers on campus and across the Internet.

Hill House Association, Pittsburgh, PA
Technology Specialist

Nov 1995 – Apr 2004

Researched, built, and maintained the Hill House Community Access Network. Worked to implement technology into the day-to-day operations of the organization. Provided hands-on computer support across the Hill House campus to a range of people from elementary school-aged children to elderly members of the Senior Services department. Managed and supported a network of 200 Windows workstations, as well as three servers, network printers, and various other network equipment. Developed technical documentation for the Hill House staff. Designed and maintained the Hill House Association's Web presence, www.hillhouse.org.

Related Skills

Mac (server and client), Windows (server and client), Active Directory, Symantec Ghost, Linux, Unix, HTML/CSS/PHP/SQL, shell scripting, imaging, networking, and PC hardware. Desktop support. Project management. Strong English writing and technical writing skills.