

# **Jiddah, Konso**

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## **September 2010 – Present: Lab Technician, USIU-Africa**

- Supporting and advising students and faculty on the appropriate use of IT resources in the Labs in order to provide a positive learning experience
- Enforcing safe practices and maintaining security of all hardware, network and data held and accessed, in compliance with the university's ICT policies
- Planning and undertaking scheduled maintenance upgrades, cleaning of computers and audio visual equipment
- Prepare Lab schedule and time allocation for computer labs
- Analyzing and recovering system when malfunction occurs
- Supporting the roll-out of new instructional software and applications
- Responding within agreed time limits to call-outs
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Obtaining replacement on fixtures or fittings
- Identifying possible ICT requirements and solutions
- Maintain a complete and up-to-date inventory and asset register of all SST computers, servers, consumables, networking equipment and the relevant software accompanying them used for instructional purposes
- Coordinates and schedules work with vendor service providers in consultation with PD
- In consultation with faculty develop lab manuals for lab based courses
- Providing periodic reports relevant for monitoring and evaluation
- Attending meetings and facilitating training sessions where relevant
- Maintain compliance with all USIU-A policies and procedures

## **January 2010 – August 2010: IT support (intern), USIU-Africa**

- Maintenance of common hardware, software, operating systems and learning servers on the network;
- Installation and testing of applications and trouble-shooting all computer related issues.
- Provision of backend technical support for Micros Fidelio, Opera, Galileo, Pastel, SPSS, Linux Server and SQL servers, projectors, interactive whiteboards
- Scheduled, coordinated and deployed server updates and preventative maintenance with limited downtime
- Setup and maintained LAN connectivity and wireless networks.
- Performing basic diagnostic and recovery routines on network equipment and connections wireless points, routers, switches, hubs, data points, etc.

## **January 2015 to date:**

Masters of Science in Information Systems & Technology; United States International University Africa.

## **May 2005 to August 2009:**

BA. International Relations program; United States International University - Africa and minor in Information System & Technology

- Linux Professional Institute Certified Level 1 (2013)
- SUSE Certified Linux Administrator (2013)
- CompTIA Linux + certification (2013)
- Microsoft Technical Associate network fundamentals (2016)
- Microsoft Technical Associate security fundamentals (2016)
- Certified Ethical Hacker (2015)
- IBM Cyber Security Specialist(2015)
- IBM Cyber Security Intelligence(2015)
- IBM Mobile Application Specialist(2016)