

# JEFFREY STUART THOMPSON

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## PROFESSIONAL EXPERIENCE AS A SYSTEM ADMINISTRATOR

(Last updated: 11 January 2012)

- Administer user accounts
- Provide 1st and 2nd Level support
- Provide technical training for entry-level and Help Desk personnel
- Administer and maintain an email system
- Establish and maintain computer desktop policies
- Maintain current operating system patch level security for Windows clients, Windows/NetWare Servers
- Maintain virus protection for NetWare/Windows servers/computers
- Implement, maintain and administer Novell Cluster Services and eDirectory
- Maintain and administer a Windows Server 2003/2008 R2 – Server Clusters
- Administer and Maintain Hyper-V virtual 2003/2008 servers
- Maintain and administer Active Directory and Windows 2003 Server Group policies
- Maintain and administer MetaFrame Presentation Server
- Implement and maintain hardware/software inventory, OS installations, software distribution/management, remote desktop control, disaster recovery and end point security solutions for workstations
- Perform software and user account migration
- Implement and maintain backup and disaster recovery server processes
- Implement and configure secure remote SSL access solutions for product support
- Perform NetWare/Windows server hardware/software installations and configurations
- Administer and maintain WAN/LAN/WLAN components and VLANs
- Troubleshoot and analyze network problems and implement solutions
- Establish and implement Internet security access policies
- Assist in the selection and testing of recommended hardware/software components

## Product Knowledge

- Novell NetWare 6
- Novell GroupWise 7
- Novell eDirectory
- [Kixtart](#)
- Novell Cluster Services
- Novell ZenWorks
- Windows NT/XP/2000/2003/2008
- Windows Cluster Services 2003/2008
- MS Office Professional 2003/2007/2010
- MS Visio
- Mindjet [MindManager](#)
- [Snagit](#)
- [Matrix42 Empirum](#) Patch Management
- Citrix MetaFrame 4
- PPP Printer distribution software
- PGP Encryption
- [Mc Afee ePolicy Orchestrator](#)
- Symantec Live State Recovery
- [CA ARCserve Backup](#)
- [MS System Center Data Protection Manager 2010](#)
- Dell Equallogic PS Series iSCSI Storage Arrays
- DeviceWatch [ITWatch](#)
- [TopDesk](#) Service Management System
- Sonicwall SSL VPN
- [SafeGuard Enterprise](#)
- [Astaro Security Gateway](#)

## Product Skill Level

- A good understanding in all the above software and processes