

JEFFREY STUART THOMPSON

Pieter-Valkenier-Allee 19
Telephone 06105 455073

64546 Moerfelden-Walldorf
E-Mail borco1954@gmail.com

Country of citizenship
Availability
Job Type

United States of America
Immediately
Permanent, temporary or contract

RESUME

[\[German version\]](#)

EXPERIENCE

11/2001 – 12/2011

Magistrat der Stadt Mörfelden-Walldorf
Senior System Administrator

Responsibilities:

- 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

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07/2001 – 10/2001

Emergency leave due to family matters

01/2000 – 06/2001

GE CompuNet IT Solutions
Systems Engineer

Responsibilities:

- Administer and provide support for a NetWare IPX and TCP/IP networks
- Perform hardware installation and configuration
- Install, configure, and maintain network operating systems and application programs
- Administer and maintain Novell Directory Services
- Perform data backups and restores
- Create and administer user network and mail accounts
- Conduct in-house classes on vital company software and processes
- Instruct users in login procedures and company information security policies
- Support the implementation of new IT technologies
- Operate and maintain hardware and software applications
- Perform troubleshooting, problem analysis and implement solutions
- Provide support during the selection and purchase process of hardware component and software applications.

10/1996 – 12/1999

Städtische Kliniken Offenbach, Offenbach/Main
Network Administrator

Responsibilities:

- Create and administer user network and email accounts
- Administer and provide support for a NetWare IPX and TCP/IP networks
- Perform hardware installation and configuration
- Install, configure, and maintain network operating systems and applications
- Administer and maintain Novell Directory Services
- Perform data backups and restores
- Conduct in-house classes on company software and processes
- Instruct users in login procedures and company information security policies
- Support the implementation of new IT technologies
- Operate and maintain system platforms and software applications
- Perform troubleshooting, problem analysis and implement solutions
- Provide support during the selection and purchase process of hardware component and software applications.

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05/1995 – 09/1996

TRANSNET GdED, Frankfurt/Main
Network Specialist

Responsibilities:

- Administer user network and email accounts
- Administer and provided support for a WAN NetWare-based IPX and TCP/IP infrastructure
- Perform server and workstation installations
- Perform and maintain proprietary and commercial software installations and configurations
- Implement dial-in remote access software configuration and installation
- Establish and enforce desktop policy standards
- Automate software distribution
- Initiate user training and support in company-centric applications
- Perform troubleshooting, problem analysis, and problem resolutions

07/1989 – 01/1993

Mainz Industries Panzerwerk GmbH, Mainz
System Analyst

Responsibilities:

- Coordinate between third-party contractors, Software Management, and internal organizational entities during the implementation of IT projects to ensure a timely completion
- Instruct users how to utilize newly implemented IT systems
- Create and publish user instruction manuals covering the usage of newly implemented IT systems
- Assist in the translation of contract offers and bids between the company and the US Government contractor

HIGHER EDUCATION

05/2005 – 05/2008

University of Liverpool (Laureate Online Education)

Dissertation:

“Streamlining the Qualification Process for System Administrators: Raising the Competence Level of Entry-Level IT Staff”

Degree: Master of Science in Information Technology
(with distinction)

10/1981 – 05/1988

University of Maryland, University College

Degree: Bachelor of Arts in Management Studies

Degree: Associates of Arts in Computer Studies

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ADDITIONAL TRAINING

Training in the following topics:

- Administer and maintain a Microsoft Windows Server 2003 Environment
- Administer a Microsoft SQL Server 2000 Database
- Lifecycle-Management-Software Empirum Pro
- Novell Cluster Services 1.7
- EC-Council Certified Ethical Hacker (CEH)
- Novell Certified Engineer (CNE)
- Novell ZenWorks for Desktops 4
- Novell GroupWise Administration
- Directory Server Technologies

OPERATING SYSTEM AND APPLICATIONS

- Astaro and Sonicwall: Unified-Threat-Management-Systems
- Novell NetWare, eDirectory, GroupWise, and Cluster Services
- MS Office 2003/2007
- Basic experience with MS Office 2010, MS Outlook 2010 and MS Exchange 2010
- Windows 2008/ 2008 R2 Server + Hyper-V Virtualization Technology, Active Directory, Windows 2003, Windows Desktop XP
- Basic working knowledge of Windows 7
- CA Brightstor Arcserve Backup, and Symantec Backup Exec
- Basic working knowledge of Data Protection Manager 2010: Unified Data Protection
- Dell EqualLogic iSCSI SAN: Mass storage system
- Citrix MetaFrame Presentation Server
- McAfee Policy Orchestrator: Central Security Administration
- Microsoft Windows Server Update Services: Server-/Client Patch Management
- Matrix42 Empirum Pro: Central IT System Management
- DeviceWatch: End-Point Security for Data security
- TopDesk: Central Ticket Service Management System

LANGUAGES

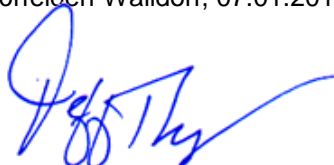
English – native language
German – fluent in speech and writing

05/1975 – 05/1979

MILITARY SERVICE

US Regular Army, Germany

Mörfelden-Walldorf, 07.01.2012



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