

Karen Porter

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EXPERIENCE

IT Support Specialist

Tampa Bay Buccaneers>2022 –

IT Client Support Specialist

University of Central Florida>2019 – 2022

Managed physical desktops and virtual machine for the Architecture lab. Maintained six 3-D printers. Utilized Ivanti for faculty access privileges. Managed SharePoint and Teams groups. PXE imaged and configured devices using MECM and Autopilot. Resolved help tickets in ServiceNow. Managed security groups and workstations in Active Directory. Support for digital signage TVs. Utilized TeamViewer and BeyondTrust for remote assistance for end users.

IT Professional

University of Florida>2013 – 2019

Managed state funded technology budget for IFAS School of Forest, Fisheries, & Geomatics Sciences. Purchased and configured new computers and peripherals. Resolved help tickets in Cherwell system. Updated the college website. Assisted staff and students with HTML subsites. Managed permissions to network resources within Active Directory. Acted as software liaison for Adobe products, Esri, AutoCAD. Supervised and trained other IT staff.

Technology Coordinator

Alachua County Public Schools>2008 – 2013

Configured servers for computerized state testing. Produced CCTV programming for daily school news. Served as co-webmaster. Deployed software and group policies using AD, Altiris, KACE. Maintained 700+ devices, Smart Boards. Managed campus IP security cameras, online gradebook, visitor management system.

EDUCATION

Bachelor of Arts

Pensacola Christian College~ Bachelor of Arts in History

Polk State College~ Educator Preparation Institute

University of Florida~ Continuing education classes