

Donato B. Teodoro Jr

IT Specialist/Network & Infra Technician

#112 – Sison Street Ilwas, Subic Zambales 2209

+63 920 958 7990 – djteodoro12345@gmail.com



SKILLS

- Knowledge in internet security.
- Understanding of how networking works
- Willingness to provide technical support 24/7.
- Ability to perform system updates.
- Good communication skills
- Reliable and professional
- Good time management skills
- Dedicated
- Fast learner
- Motivated
- Hard worker

Profile

Dedicated IT Specialist with 4 years of experience in Technical Field, Network Administrator and in part of Server Management team.

Employment History

IT Specialist

SBITC (ICTSI Group of Company) | Jan 2019 – Present

➤ DUTIES AND RESPONSIBILITIES

○ Management and Administrative Responsibilities

- Monitors the performance, security, backup and recovery of the network and data.
- Monitors systems, respond to emergencies, and pre-empt problems.
- Documents trends and trouble spots in order to conduct proactive maintenance or repairs.
- Provides technical advice, training and assistance to staff as needed.
- Serves as representative on various technology related bodies and
- Performs special projects and other related duties as assigned.
- Establishes and maintains a working environment with assigned staff that is respectful of workforce diversity.
- Provides daily supervision and direction to all IT Specialist/Technicians.
- Evaluates assigned staff as per administrative procedure.
- Establishes criteria for the assignment of workloads and on the basis of these criteria, plans, organizes, and schedules the workloads of all staff under supervision.
- Provides leadership during the development and revision of job descriptions for all technicians.

○ First Line Support

- Provides technical support to TOS and SAP users and devices used by Operations and other departments.
- Serves as IT resource to other departments and provides appropriate user support as assigned.
- Provides in-depth first line support via remote, email, phone, and onsite and work-from-home end-users.
- Leads proactive monitoring and response to security alerts, vulnerability assessments, and threats.
- Ensures prompt response and acknowledgement to support tickets and security incidents within the defined service level agreement.

○ JIRA SBITC-ITS Helpdesk

- Ensures that all issues are properly logged on to JIRA SBITC-ITS Helpdesks.
- Oversees ticket management, which includes opening, escalating, and closing of issues.
- Coordinates issues to other pertinent ITS groups and service providers.

- **Inventory and Supplies**
 - Performs inventory of computers, devices, peripherals.
 - Ensures availability of all computer equipment by managing the preventive and corrective maintenance.
 - Requests appropriate IT equipment and services to ITS management.

- **IT Network and Infrastructure**
 - Leads IT Network Maintenance activities.
 - Manage Network and Firewall configuration, update, and upgrades.

- **Other Functions**
 - Ensures all tasks assigned to IT Specialist (Technicians) are well performed and dispatched evenly.
 - Trains and provides work direction to assigned staff and oversees related IT works.
 - Ensures that IT Specialist complies with the ISO policies and procedures.
 - Follows incident response playbook, procedures, and security practices.
 - Helps monitor and maintain system and network availability and works with pertinent ITS groups.
 - Be able to perform other duties and assignments that will be assigned by Superiors from time to time that will improve the team's productivity.

JOB QUALIFICATIONS

- BS in Information Technology
 - Graduated at Columban College Inc. – Yr. 2020
- Experience being a helpdesk officer or IT Specialist. At least four years of working experience in the related field.
- Knowledge and experience in incident response procedures.
- Possess good technical, analytical, and decision-making skills.