

# James F. Eyrich

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## Objective

To find a position managing an IT system for a small to medium-size business or educational system.

## Qualifications

I have been troubleshooting and repairing computers for more than ten years and have spent the last several years troubleshooting networks, both in the public and private sectors. As Network Administrator, I designed and installed an Information System for Hoopeston Area Community Unit School District 11 comprised of more than 400 computers, 1900 users, and connecting five buildings.

## Work History

Jan. 2001-Sept. 2001

### **Operations Engineer, Relera Internet Centers and Solutions, Denver, CO.**

Job responsibilities: Troubleshoot network and other system problems using a variety of tools including Netcool, Siebel, Netcracker, Qualaby, QIP, and Visio network diagrams. Work with Telco providers to troubleshoot connectivity issues, including gigabit ether, DS-3 and T-1 connections. Use IP protocol-based tools to troubleshoot layer 3 connectivity issues from various points on the network, including switches, firewalls, servers, and routers; navigate the command line interfaces of Juniper backbone routers, Cisco peer routers, and Cisco Catalyst switches to troubleshoot problems, and make changes to the configurations as needed; Assist with the development of various processes related to troubleshooting and interaction with other business units and third party vendors.

1993-present

### **Network Administrator, Hoopeston Area School District, Hoopeston, IL**

Job responsibilities: Manage employees who maintain and install district computer resources, working onsite and remotely; Microsoft NT 4.0/2000 system administration, Unix account administration, maintain, upgrade, build, replace district computers; recommend purchase of new computers and related service equipment; design and install LAN/WAN; design and implement PC Desktop and Network security systems; maintain user database and data storage system for all students and staff; work with staff to help implement technology as a tool in education; create and maintain district web page using input from students and staff; work with administration to create, implement, and update an acceptable use policy for students and staff regarding all aspects of computer and network use in district.

## Education

April, 2001

Cisco Certified Network Associate certification

1999

3 hour graduate level class covering the various areas of Voice Telecommunications including programming of an Ericsson PBX and creating custom IVR software.

1999

BS Telecommunications Management, Illinois State University, Normal; Graduated Cum Laude

**References Available Upon Request**