

Colt Houston

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SUMMARY

Network Technician with three years of hands on experience supporting personal computers, **operating systems**, peripherals, software, **network connectivity**, structured cabling, and **electronic communications equipment**. Diagnoses hardware and software faults, restores dependable service, repairs and upgrades workstations, and coordinates new system deployments with users across public service and community environments. Communicates technical information clearly through conversations, concise documentation, practical software guidance, and user training. Computer Science education supports sound decisions about hardware, software, component replacement, cable installation, **cable termination**, testing, and system improvements. Comfortable with ladder access, confined spaces, and equipment handling up to 50 pounds. Brings patient service, careful troubleshooting, and field experience that can support reliable computing resources for employees, partner agencies, and members of the public.

EXPERIENCE

Network Support Technician

May 2025 - Present

High Desert Municipal Technology

Flagstaff, AZ

Supports workstation, peripheral, software, connectivity, cabling, and electronic communications operations across administrative and public service offices. Coordinates deployments, repairs equipment, guides users, and documents reliable technical solutions.

- Restored office connectivity after tracing switch, workstation, and peripheral faults through structured diagnostics
- Coordinated scheduled computer deployments with users, preparing systems, applications, settings, and network access
- Replaced failed memory, storage, power, and peripheral components after confirming practical repair paths
- Installed copper cable runs, completed terminations, tested drops, and documented office move connections
- Traced electronic communications faults at occupied facilities, restoring dependable service with minimal disruption
- Created concise **software** guides after recurring questions, giving users clearer steps for common applications

Computer Support Technician

November 2023 - April 2025

Ponderosa Community Services

Prescott, AZ

Delivered hands on technology support for administrative and community service staff. Repaired workstations, installed software, completed cabling projects, coordinated transitions, and translated technical guidance into accessible **user support**.

- Resolved workstation, printer, monitor, docking, software, and local connectivity issues for staff
- Documented component replacements and configuration changes after completing structured workstation repairs
- Prepared new systems for staff transitions, coordinating installations around daily office operations
- Installed application updates and resolved operating system conflicts, validating service with users
- Ran and terminated network cable during office reconfigurations, correcting labels and connection faults
- Explained **software** features and computer practices through plain language guidance for varied users

PROJECTS

Municipal Office Connectivity Refresh 📅 2025

Coordinated a practical refresh of office connectivity, including copper cable runs, terminations, testing, labeling, and documentation. Work supported cleaner installations and more dependable access for public service teams.

Community Workstation Renewal 📅 2024

Prepared and renewed staff workstations through component diagnostics, hardware replacement, operating system updates, software installation, peripheral setup, and user validation. The effort reduced disruption during planned transitions.

LEADERSHIP & AWARDS

- Recognized by municipal teams for dependable restoration of user connectivity and clear service updates.
- Selected by support peers for practical guidance on workstation repair, cabling, and user training.
- Earned trust from community service staff by turning recurring technology questions into useful instructions.

EDUCATION

Bachelor's Degree in Computer Science

2023

Northern Arizona University GPA: 3.5

Flagstaff, AZ

Coursework: Computer hardware, operating systems, network connectivity, software systems

CERTIFICATIONS

- CompTIA A+ 📅 2024
- CompTIA Network+ 📅 2025

TECHNICAL SKILLS

- **Computer Hardware:** Desktop repair, Laptop repair, Component replacement
- **Operating Systems:** Windows, System setup, System diagnostics
- **Peripheral Devices:** Printers, Monitors, Docking stations
- **Network Cabling:** Copper cabling, Cable runs, Cable termination
- **Connectivity Testing:** Cable testing, Connection tracing, Network access
- **Software Support:** Software installation, Software upgrades, Application troubleshooting
- **Electronic Equipment:** Communications equipment, Device connections, Equipment maintenance
- **Deployment Tools:** System imaging, User settings, Peripheral configuration
- **Technical Support:** Incident diagnosis, Service restoration, User support
- **Documentation Tools:** Support records, Cable labeling, Installation documentation
- **Training Methods:** User instruction, Computer literacy, Software guidance
- **Office Technology:** Administrative systems, Office applications, Standard procedures

SKILLS

- | | | | |
|------------------------|-------------------------|---------------------------|----------------------------|
| • Network connectivity | • Software installation | • Cable termination | • Operating systems |
| • Computer hardware | • Computer repair | • Cable testing | • Computer literacy |
| • Windows systems | • Component upgrades | • User support | • Hardware recommendations |
| • Peripheral support | • Network cabling | • Technical documentation | |

PROFESSIONAL AFFILIATIONS

- Public sector technology support communities, sharing practical lessons from service restoration and equipment care.
- Computer networking peer groups, exchanging field knowledge about cabling, testing, and troubleshooting.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST