

Solomon Duncan

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SUMMARY

Technology support professional with eight years of field experience across education and public service environments. Supports Windows, macOS, Apple, mobile, peripheral, audiovisual, telephony, and **LAN/WAN** technologies across distributed sites. Leads device refreshes from staging and imaging through delivery, validation, user training, and **post deployment support**. Works with SCCM specialists on Microsoft images and maintains Apple laptop and tablet images for dependable release cycles. Diagnoses **wired and wireless** connectivity issues, documents tickets from opening through closure, and provides clear escalation evidence for infrastructure teams. Builds knowledge articles, technical specifications, asset records, and user guidance that help teams resolve recurring issues. CompTIA A+, Network+, and Security+ certifications support practical service delivery, data security, malware protection, and safe technology operations. Ready to contribute reliable **field support**, thoughtful communication, and steady coordination across multiple education sites.

EXPERIENCE

Senior Field Support Technician

July 2023 - Present

Northwest Learning Technology Cooperative

Spokane, WA

Leads field support across 14 education facilities, guiding escalations, refresh programs, imaging, network diagnosis, asset control, documentation, and **user training**.

- Led support across 14 education facilities for **Windows**, Apple, mobile, AV, telephony, and **peripherals**.
- Directed annual refreshes through staging, imaging, delivery, validation, removal, and **post deployment support**.
- Maintained SCCM deployment packages and tested **Apple** laptop and tablet images before broad release.
- Diagnosed wired and wireless faults, then supplied network specialists with clear escalation evidence.
- Created knowledge articles for recurring **Office 365**, malware, hardware, software, and peripheral issues.
- Reconciled fixed asset records during transfers, replacements, surplus, disposal, and assigned site changes.

Technology Support Specialist II

May 2021 - June 2023

Evergreen Municipal Technology Services

Yakima, WA

Provided second level support for approximately 900 endpoints and coordinated rollouts, **compatibility testing**, user training, vendor communication, and technical records.

- Supported approximately 900 Windows and Apple endpoints, **mobile devices**, printers, **AV** equipment, and peripherals.
- Triaged requests by operational impact and documented reproducible findings for infrastructure and application escalation.
- Coordinated rollouts with department contacts and vendors, validating applications, network access, and peripheral compatibility.
- Delivered **user training** on **Microsoft Office**, Office 365, device security, printing, and support practices.
- Tested replacement hardware and software in mixed generation environments, recording compatibility findings for leadership.
- Produced **technical specifications**, implementation notes, status reports, time estimates, and accurate support records.

Desktop Support Technician

June 2019 - April 2021

Cascade Community Services

Wenatchee, WA

Supported six locations through workstation deployment, incident resolution, network testing, **inventory** control, user guidance, and standardized equipment retirement.

- Supported Windows and Apple workstations, **laptops**, printers, **mobile devices**, and network peripherals across six locations.
- Installed operating systems, productivity software, security tools, and peripherals using standardized configurations.
- Resolved desktop, Office, printing, malware, and account incidents through systematic **troubleshooting** and complete **tickets**.
- Tested **wired and wireless** connectivity, separating endpoint causes from infrastructure conditions for network staff.
- Maintained stockroom and assigned device records during moves, replacements, retirements, and disposal.
- Created quick reference instructions and explained workstation and peripheral fixes to varied technical audiences.

IT Support Technician

June 2018 - May 2019

Inland Northwest Technical Center

Spokane Valley, WA

Delivered supervised classroom and office technology support, preparing devices, resolving **service requests**, supporting instructional technology, and maintaining equipment records.

- Supported classroom and office PCs, Macs, printers, projectors, displays, and **mobile devices**.
- Prepared replacement computers with approved software, security settings, peripherals, and functional checks.
- Logged and prioritized requests, resolved routine incidents, and routed complex issues with **troubleshooting** history.

- Replaced workstation components and **peripherals** using repair tools, vendor guidance, and safe handling practices.
- Verified display, audio, network, and presentation functions before scheduled **instructional technology** use.
- Maintained equipment records and concise notes that supported reusable guidance for recurring issues.

PROJECTS

Multi Site Device Refresh Program 📅 2025

Coordinated a distributed refresh effort from staging and imaging through delivery, removal, validation, user training, and post deployment support across education facilities.

Apple Image Validation Initiative 📅 2024

Tested Apple laptop and tablet images alongside Microsoft deployment work, documenting application behavior and release readiness for field technicians.

Support Knowledge Base Program 📅 2022

Created practical articles covering Office 365, malware, hardware, software, printing, and peripheral fixes, giving users clearer paths through recurring issues.

LEADERSHIP & AWARDS

- Recognized as a senior escalation resource for complex field incidents across distributed education facilities.
- Led annual device refresh coordination with technicians, site contacts, networking specialists, and vendors.
- Built reusable support documentation that gave peers consistent guidance for recurring technology issues.

EDUCATION

Associate of Applied Science in Information Technology

2018

Spokane Community College GPA: 3.5

Spokane, WA

Coursework: Systems support, networking, hardware repair, operating systems, data security

CERTIFICATIONS

- CompTIA A+ 📅 2019
- CompTIA Network+ 📅 2021
- CompTIA Security+ 📅 2024
- Washington Driver's License 📅 2024

TECHNICAL SKILLS

- **Operating Systems:** Windows, macOS, iOS
- **Microsoft Platforms:** Microsoft Office, Office 365, SCCM
- **Apple Platforms:** Mac laptops, iPad tablets, Apple images
- **Networking:** LAN, WAN, wired networking
- **Wireless Systems:** Wi Fi, wireless access points, connectivity testing
- **Endpoint Security:** Malware protection, data security, security configurations
- **Hardware Support:** PC repair, Apple hardware, mobile devices
- **Peripheral Support:** Printers, displays, interactive displays
- **Audiovisual Systems:** Projectors, audio systems, presentation systems
- **Service Management:** Ticket tracking, escalation, closure documentation
- **Deployment Methods:** Workstation imaging, device refreshes, validation
- **Asset Operations:** Fixed assets, inventory, surplus and disposal

SKILLS

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|-------------------|---------------------------|------------------------|----------------------|
| • Field support | • SCCM imaging | • Asset management | • Deployment testing |
| • Desktop support | • Office 365 | • Ticket documentation | • Malware protection |
| • Apple support | • LAN/WAN | • User training | • Data security |
| • Mobile support | • Network troubleshooting | • AV support | |

PROFESSIONAL AFFILIATIONS

- CompTIA professional community member, maintaining current support, networking, and security knowledge.

- Education technology support network participant, sharing practical field guidance with technicians and site contacts.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST