

# Andrew J. Joiner

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Website: <http://www.AndrewJoiner.Net>

**Objective:** Network Administrator, Systems Administrator, and/or Network Engineer in Northern New Jersey

## EDUCATION

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**Champlain College**, Burlington, VT Graduation: May 2009  
Bachelor's of Science: **Computer Networking and Information Security**  
Graduation Honors: Cum Laude GPA 3.60

**County College of Morris**, Randolph, NJ Graduation: May 2007  
Associate in Applied Science Degree: **Telecommunications Systems Technology with Networking**  
Graduation Honors: National Phi Theta Kappa Honor Society GPA 3.38  
• Research and Development Scholarship

## TECHNICAL EXPERIENCE

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**Patriots' Path Council, Boy Scouts of America**, Florham Park, NJ (<http://PPBSA.org>)  
• *Director of Information Services* 04/10 – Present  
Design, install, troubleshoot, and maintain all technology systems including servers, workstations, phone systems, and networks. Continually maintain the website and electronic newsletters. Provide innovative ways to reduce cost and increase productivity at the main office and at the camps. Deliver world-class customer support to all staff and volunteers of the organization. Serve as the main Systems Administrator contact at one of about 300 different council's in the USA to the national headquarters in Texas.

**ClarITy Systems Consulting Group, Inc.**, Mine Hill, NJ (<http://www.clarityscg.com>)  
• *Systems Technician* 09/09 – 04/10  
Specialize in maintaining current technology installations and implementing new systems in-house as well as for various clients in Northern New Jersey and New York City. Areas of expertise include SIP based VoIP, VMware Server virtualization, managed services, server management (Windows 2000, 2003, and 2008), configuring firewalls (Watchguard Firebox), installing cable runs, hardware/software deployments, and help desk support.

**Patriots' Path Council, Boy Scouts of America**, Florham Park, NJ (<http://PPBSA.org>)  
• *Technology Consultant* 05/09 – Present  
Responsible for providing IT support for a non-profit organization which consists of their main office and two remote sites. Duties include desktop support (Windows XP, Windows Vista, Microsoft Office 2003), Network and Server Administration (Server 2000 and Server 2003), Point of Sales Installation, and special projects.

• *Council Webmaster and Web Committee Chairman* 02/09 – 04/10  
Manage and implement council-wide webpage policies. Serve as point of contact when volunteer webmasters have issues or suggestions. Chair semi-annual web committee meetings. (Includes responsibilities from the *Technology Intern* position.)

• *Technology Intern* 06/07 – 02/09  
Developed and implemented new website by implementing a sub-domain structure and managing DNS settings, created user accounts to specific areas of the site, and provided support to users. Maintained website by adding/removing content, debugging pages, and creating custom website code. Created email lists for distribution of bi-weekly newsletters. Trained staff on how to update website, and worked on special technology projects.

**LBR Scientific Inc.**, Wayne, NJ (<http://www.lbrscientific.com/>)  
• *Technology Consultant* 07/06 - Present  
Provide desktop support, VPN access, wireless network configuration, Peachtree accounting software maintenance, desktop installation, and printer support.

**Champlain College Skiff Digital Forensics Lab**

• *Volunteer*

Fall 2007

Monitored the Digital Forensics Lab to ensure the forensic machines and software were secure and to answer questions posed by technology majors and Lab guests.

**County College of Morris**, Randolph, NJ

(<http://www.ccm.edu>)

• *Computer Lab Technician*

06/05 - 05/06

Maintained IT Department's 10 computer labs. Installed software and security patches, upgraded programs, maintained network hardware, replaced computer hardware, and provided help desk support.

**WORK EXPERIENCE**

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**Champlain College Residential Life**, Burlington, VT

(<http://www.champlain.edu>)

• *Resident Assistant*

08/08 – 05/09

Collaborated with Residential Life Staff to uphold College policies as well as create a positive atmosphere for residential students to learn, grow, and become more independent. (The RA is the first point of contact when residential students need support.) Assisted residents with troubleshooting computers and offered solutions for recommended system upgrades.

**Byram Township Board of Education**, Byram, NJ

(<http://www.byramschools.org>)

• *Substitute Teacher/Substitute Aid*

04/08 – 06/09

Implemented lesson plans and managed the health and safety of students.

**LEADERSHIP, COMMUNITY SERVICE, AND TRAINING**

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**Boy Scouts of America**

- Eagle Scout (2005)
- Junior Leader Training Volunteer Staff (2002-2004)
- National Youth Leadership Training Volunteer Staff (2004-Present)
- Youth Staff Development Course Volunteer Staff (2005-2007)
- President for Venture Crew 55, Morristown, NJ (2005-2008)
- Assistant Scoutmaster for Troop 276, Byram, NJ (2005-2010)
- Scoutmaster for Troop 276, Byram, NJ (2010-Present)

**Green Mountain Wireless Society**, FCC General Class Amateur Radio License KC2LPU

**KNOWLEDGE, SKILLS, AND ABILITIES**

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**Computer Networking**

- Knowledge of network design principles in making recommendations to the current network and/or designing new networks.
- Proficient communication skills in problem solving while paying close attention to detail even in fast changing environments.
- Ability to maintain Windows Server 2000/2003/2008 including backups, Active Directory, IIS, DHCP, DNS, Exchange, Terminal Services, Blackberry Enterprise Server, and VMware Server Virtualization.

**Desktop Support**

- Knowledge of Microsoft Windows Operating Systems (2000/XP/Vista/7), Microsoft Office, and a wide variety of applications.
- Skilled at providing top quality customer service by using effective oral and written communication skills.
- Ability to configure/troubleshoot hardware devices, drivers, network protocols, and services.