

## Contact

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## Top Skills

Communication

Planning Budgeting & Forecasting

Leadership

# Chad Harp

Technology Coordinator for Onondaga Central School District  
Clay, New York, United States

## Summary

I enjoy working in a self motivated environment, where I am allowed to make decisions that affect the work flow and environment in an efficient manner. I am looking to obtain employment in a challenging working environment, utilizing my existing skills and allowing for a continuous learning opportunities to expand on that skill set for the benefit of myself and my employer.

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## Experience

Onondaga Central School District

Technology Coordinator (formerly Senior Network Administrator)

July 2021 - Present (5 years 2 months)

United States

Onondaga Cortland Madison BOCES

Senior Network Administrator

July 2020 - July 2021 (1 year 1 month)

Liverpool, New York, United States

Onondaga Central School District

Network Administrator

May 2015 - July 2020 (5 years 3 months)

Nedrow, NY

Oversee the function and services of a K-12 Educational facility with over 1000 students and staff within 3 school buildings and 2 administrative facilities.

Coordinate IT growth with Educational Expectations and learning goals.

Oversee Information Technology staff, workload, and projects. Work with Vendors and the BOCES Regional Information Center to provide and maintain network services that exceed the needs of the district. Plan future department and district technology growth and replacement schedules, with a focus on new technologies and processes that positively affect the learning environment. Administering a Windows Server 2012 and 2016 based network, with 15 virtual and physical servers, and over 350 Windows 7 and Windows 10 workstations and laptops. G Suite Administration with over 400

chromebooks and 140 android tablets. Maintenance and Support of SMART interactive TVs and Whiteboards, Network laser printers and other related peripherals. Administration of network security devices, including web filtering and firewall devices, asset tracking systems, network monitoring system, and WiFi management systems.

## Verizon

### Fiber Customer Support Analyst

September 2013 - April 2015 (1 year 8 months)

Syracuse, New York Area

## East Syracuse Minoa Central School District

### LAN Technical Support Specialist

December 2007 - June 2013 (5 years 7 months)

East Syracuse, NY

- Created, tested, and maintained operating system image files for use with Altiris Deployment Server and Altrinsic HUIS network management software with Windows XP and Windows 7 utilizing Sysprep.
- Script, repackage, or rebuild MSI deployment packages to work in conjunction with Altiris Deployment Server for silent installation across the network, utilizing Wise Package Studio for Windows XP and Flexera AdminStudio for Windows 7 deployment needs.
- Installed and configured the districts power management software server running Nightwatchman Enterprise Edition v6 from 1E Solutions. Continued support and report monitoring of the Nightwatchman System to maintain the District's Energy Savings Initiative.
- Setup and Managed Microsoft Server 2003 and 2008 servers, configuring IIS, PXE, ASP, and other required protocols for Altiris Deployment Server, Microsoft Software Update Server, Nightwatchman Power Management Server, and Deepfreeze Enterprise Solutions Server.
- Perform Hardware and Software maintenance of existing desktops, laptops, server, network laser printers, projectors, interactive whiteboards, and ELMO presentation cameras.
- Troubleshoot and replace defective network hardware, including switches, patch panels, APC UPS systems, using network cat5e cabling standards.
- Provide personal recommendations for software and hardware purchased base on internal testing and the needs of our department and school district.
- Provided hardware and software support for a network of over 4000 devices, including desktops, laptops, iPads and iPods, ELMOs, Interactive Whiteboards, and laser printers.

- Maintained a consistent internal testing environment, for hardware and software troubleshooting, new equipment integration, and reconfiguration testing.
- Worked with Horizon DataSys Rollback RX software to maintain a clean consistent fresh image on all testing equipment, to eliminate the need to reimage or reload test equipment.

## Express Systems Integration

### Systems Technician

July 2007 - November 2007 (5 months)

East Syracuse, NY

- Under contract with Onondaga County, providing hardware systems and server level support for all county facilities
- Provide level 3 systems and hardware support for Dell, HP, Gateway, Compaq, and IBM Desktops; Dell and HP/Compaq Servers; and HP and IBM Printers, including networked printers.
- Maintain billing and procedures for other ESI employees on site at Onondaga County, acting as primary contact person between ESI and Onondaga County.

## Onondaga County E911

### Public Safety Dispatcher

April 2003 - July 2007 (4 years 4 months)

Syracuse, NY

- Organize, receive, relay, and dispatch emergency response to calls from citizens and agencies within Onondaga County.
- Answer emergency and non-emergency calls from the public, gathering information and passing that information to the appropriate dispatcher for relay to responding emergency units.
- Select and dispatch the appropriate response to complaints received at the Onondaga County E911 Center.
- Work via phone and radio with the public and public safety personnel in Onondaga County to ensure a safe, timely, and successful handling of emergency needs.

## MTA Systems, Inc.

### Computer Network Technician

March 2002 - September 2002 (7 months)

- Service and maintain over 500 individual medical offices running MTA Systems' Perfect Care medical management software within New York State.

- Support of PCs, Laptops, Printers, Servers, and Backup Systems for clients of MTA Systems.
- Software and Server troubleshooting and repair within Windows 98 and newer systems, including some Apple iMac systems.
- Setup and maintain MS Windows Server 2000 based networks, including backup and remote connections.
- Providing level 2 and level 3 hardware systems support via phone and on-site engagements.

## Express Systems Integration

### Systems Technician

September 2000 - February 2002 (1 year 6 months)

East Syracuse, NY

- Service and repair of in-house and customer PCs, Laptops, Printers, Servers, and Accessories.
- Software and systems troubleshooting and repair on all windows based workstation and server operating systems.
- Providing extensive level 2 and level 3 technical support via on-site engagements.
- Long term on-site support of several clients of ESI, ranging from small single site to large multi-site operations.

## Firley, Moran, Freer, & Eassa, C.P.A.

### Network Support

May 2000 - August 2000 (4 months)

Syracuse, NY

- Administration, upgrading, and improving the networks performance in a Novell Netware 4.11 environment.
- Assisted with troubleshooting, maintaining and repairing damaged hardware on workstations, servers, and printers.
- Software support and troubleshooting work on all network and firm accounting software.
- Provided desktop support on Windows 95 and up workstation platforms on the desktop and laptop.

## NetSetGo (Formerly AccuCom)

### Service Technician

January 1999 - April 2000 (1 year 4 months)

Syracuse, NY

- Under a contract with Onondaga County, provided hardware support for all county facilities.
- Software and hardware troubleshooting and support on all Windows based desktop systems.
- Assisted in network administration as needed for clients with Windows NT 4.0 Server and Novell Netware 3.11 and 4.11 server networks.

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## Education

State University of New York Empire State College

Bachelor of Science - BS, Information Technology · (2019 - 2021)

Broome Tioga BOCES

Certification, Computer Repair Technician · (1998 - 1998)

Onondaga Community College

Associate of Science (A.S.), Criminal Justice · (1994 - 1996)

Liverpool High School

· (1990 - 1994)