

Kenneth Kingsley

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San Antonio, TX

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Private

Work Experience

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Systems supervisor

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GHI company - Houston, TX

October 2012 to Present

Responsibilities

Serve as primary technical support for site operations. Serve as primary site liaison for Information Technology, ILD, and/or LMS teams. Perform system maintenance necessary to update records, specifications, and operating procedures of site systems. Provide product and systems installation, configuration, and training. Maintain account activities of transactions and generate management reports. Function as internal consultant regarding needs and requirements of Operations data processing. Design, develop, and implement data gathering and reporting methods and procedures within site Operations. Follow evaluation processes to determine effectiveness of current operational activities and determine problem areas and develop solutions. Occasionally served as backup Operations Supervisor

Accomplishments

Provided a System recommendation and installed it and trained all staff on it.

Skills Used

Analysis, Presentation, Implementation, Supervision, Giving feedback,

Systems Specialist

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DEF company - Austin, TX

September 2010 to October 2012

Responsibilities

Top level support of all servers, workstations, operating systems, peripherals, and LAN/WAN connectivity utilized by OSP. Responding to system failures of critical systems involving Public Safety issues and time critical issues. Determining impact and ensuring timely implementation of upgrades, and system patches. Provided training to other technicians. Developed training materials. Perform hardware, systems and communication software upgrades to support new applications, in a mixed environment. Purchases new technology on existing contracts or solicits through a proposal based purchase. Monitors systems and networks for adequate performance in a statewide environment.

Performed business analysis and recommended new technology. Created implementation plans for new deployments working with multiple vendors and multiple OSP divisions. Considered technical lead of large or unusual projects. Worked closely with vendors.

Accomplishments

recommended and implemented new technology

Skills Used

Training, giving feedback, presentation, negotiation, analyzing customer requirements

Systems Analyst

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ABC company - Austin, TX

August 2008 to August 2010

Responsibilities

Support for existing production systems and work with IT organization and business units to provide recommendations on prioritization of support and enhancements taking into account available resources and release plans.

Responsibility for the development of technology solutions (functional and technical specification development) definition, UAT, change control, implementation, training, and working closely with development

Accomplishments

Trained all associates in the required software packages

Skills Used

Analysis, Training,

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Education[Add Education](#)

BA in Computer Science
University of Texas - Austin, TX
2004 to 2008

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