

Kenneth E Kingsley

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Skills

- Analysis, Presentation, Implementation, Supervision, Giving feedback
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Experience

ABC company, Austin, TX, Systems Analyst, August 2008 to August 2010

- 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

DEF company, Austin, TX, Systems Specialist, September 2010 to October 2012

- Top level support of all servers, workstations, operating systems, peripherals, and LANWAN
- 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.

GHI company, Houston, TX, Systems supervisor, October 2012 to Present

- 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

Education

UT Austin, Austin, TX, BA Computer Science, August 2008

References Available Upon Request