



# Magnus Strange

## Director of IT-Network Engineer

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### Personal Profile

SWIT University graduate offering a strong academic background in IT combined with excellent internship experience as a helpdesk analyst as well as working in the technology field since 1994. Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues. Quickly learn and master new technologies; equally successful in both team and self-directed settings; and proficient in a range of computer systems, tools and testing methodologies.

### Work Experience

#### Director of IT/Network Engineer - Level 3

*Onsupport Corporation*  
*June 2011 - Present*

Troubleshoot client systems, infrastructure, etc. over the phone. Maintain relationships with clients. Provide upgrade advice. Track issues and maintain cost analysis for current tickets. Train new techs on technologies in use and ownership procedures. Take escalations and ensure client satisfaction. Manage technicians. Follow Metrics. Open the office. Maintain a fast-paced environment.

Selected Contributions:

- Developed processes to increase efficiency of company.
- Created and maintained database (keepass) of credentials for all of our clients to reduce call time for techs. To include FTP remote access to aforementioned database.
- Standardized new user creation for the majority of our clients.
- Brought documentation of many company and client procedures up to date from 2006 to present.
- Audit infrastructure to ensure all clients stay up-to-date on security and function.
- Implemented client email conversion from onsite (Exchange) to cloud based (O365)
- Train Technicians and users weekly on correct practice.
- Train Staff on company function and procedures.

#### IT Manager

*Timberline 1*  
*August 2007 - June 2011*

Handle technical troubleshooting within an enterprise environment consisting of 250+ end user systems, including system crashes, slow-downs and data recoveries. Engage and tracked Priority 1 issues, with responsibility for the timely documentation, resolution and closure of trouble tickets, maintain Active Directory and DFS, create and maintain all user accounts and profiles (roaming included), manage backups, create vendor relationships, theory test all technology and software before implementation..

#### IT Workstudy

*Southwest Institute of Technology*  
*September 2006 - August 2007*

Assist the current IT Manager with daily tasks. I would start work every day after school. Daily routine would consist of Preventative Maintenance, Set up and Maintain new systems, interact with users and troubleshoot issues, document inventory and take notes on repairs.

*\*This position was only sought to help mitigate school expenses\**

#### QA Correlation Lead

*March 2006 - September 2006*

This was a temporary part time position held while i was in school

#### Level 2 Support Technician

*October 2001 - September 2002*

Entry level position held at Spherion at Dell. I handled support calls as part of the Laptop Support team.

#### Level 2 PC Technician

*April 2001 - October 2001*

Service Electronics, Austin, TX (More Information Provided On Request)

#### Motherboard Repair Technician

*August 2000 - April 2001*

FIC, Austin, TX (More Information Provided On Request)

#### SMT Line Lead

*January 1998 - September 2000*

Solectron of Texas, Austin, TX (More Information Provided On Request)

### Key Skills

Windows Desktop	Connectwise	Synology NAS
Windows Server	Automate	IIS
Microsoft Exchange	DNS Management	Various Software
Office 365 Migration & Management	DHCP	Troubleshooting
Active Directory	Cisco ASA	Various Anti-Virus/Anti-Malware Suites
FSLogix	Cisco Meraki	Networking
RDS Management	FS Switches	Team Management
Connectwise Manage	VLAN Management	HTML
	VMware ESX & VCenter	

### Education

#### Southwest Institute of Technology

*Qualification*  
Associate's degree, Information Technology  
2006 – 2007