

## Contact

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(LinkedIn)

## Top Skills

Accessibility  
Web Development  
Usability

# Bill Woodland

Available for Desktop Support Representative, Entry level network tech support - San Antonio, Texas ONLY

San Antonio, Texas

## Summary

Professional interests: Technical Support, Customer Service, LAN connectivity.

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## Experience

### Texas Facilities Commission

#### Network Specialist III

March 2015 - September 2018 (3 years 7 months)

1711 San Jacinto, Austin TX

Monitored all local and remote firewalls, switches, routers, UPSs, wireless controllers, and wireless access points at our central location using Solarwinds network monitoring system. Setup alerts of any outages to appropriate IT personnel via email and/or text messaging.

Tested cables, installed or updated jacks from the patch panel to the switches and to the offices. Programmed Cisco Clean Air wireless access points. Used Cisco Prime to develop heat maps to determine the best mounting location for necessary coverage. Maintained a list of printer models, locations, and IP addresses. Assigned IP addresses when additional network printers were deployed.

Helpdesk CSR, with most support being performed remotely using Dell's BOMGAR remote console. As Active Directory and Office365 domain admin, helped manage network and email account, groups, contacts, etc.

Imaged agency desktop and laptop computers for refresh. Installed software, printer drivers, etc. Deployed systems, and personalized configuration. Trained users in the use of Windows 7/10, Office 2016 apps, and Cisco AnyConnect VPN client, if needed.

Performed yearly physical inventory of IT equipment. Sent salvage items to the State Surplus program at Bolm Road in Austin, Texas.

Helped order and maintain agency's inventory of Apple iPhones and iPads. Used Meraki Mobile Device Management system to deploy apps to various users/groups.

Managed all agency's VOIP desk phone needs, ordered any necessary equipment or wiring work from DIR. Communicated all changes to DIR's online telephone directory department, and kept our local telephone directory current.

### Austin Police Department

#### Freelance Web Developer

September 2000 - December 2014 (14 years 4 months)

Austin, Texas Area

Seasonal work. Converted the Austin Police Department's Operation Blue Santa application and adoption process from Microsoft Access front-end and back-end via RDP to SQL Server 2016 on Windows Server 2012 R2 and multiple web interfaces. See Volunteer Experience for more information.

### Texas Facilities Commission

4 years

#### Web Administrator IV

October 2009 - August 2011 (1 year 11 months)

Austin, Texas Area

Web Developer (ASP and Cold Fusion), Web Accessibility Coordinator, logical and physical MS SQL Server DBA. Designed, set up and maintained the agency's production and development web and database servers. Performed all analysis, design, implementation, deployment, and maintenance for multiple web based applications, including an intranet portal to access those applications.

Occasionally made necessary firewall and DNS changes. Documented IP and NAT addresses for all of our Windows based servers, collected all server and application information for IBM's "deep dive" for the data center consolidation service. Remediated all issues with DIR's Controlled penetration tests.

Worked under very limited supervision.

## Programmer IV

September 2007 - September 2009 (2 years 1 month)

Maintained and enhanced the agency's billing and general ledger, and developed interfaces to GFAS and USAS accounting systems. Provided technical advice to management and technical staff on application development. Documented existing and proposed computer applications. Evaluated IT strategies for reliability, flexibility, speed, and costs. Acted as a liaison between both internal and external customers, management, consultants, and IT coworkers.

Maintained the legacy Federal Surplus system (CBooks on BSD Unix), created and modified screens and reports, managed users, etc.

Performed senior level MS SQL Server logical and physical database administration.

Developed web applications in ASP and/or Cold Fusion.

Worked under limited supervision.

## Texas Building and Procurement Commission

### Programmer IV

February 2003 - August 2007 (4 years 7 months)

Developed the Human Resources employee tracking system, which was the base of eTime; our agency's web based timesheet/leave accounting system, fully integrated with USPS.

Developed multiple web based applications, including a single signon Web Portal for other state agencies to access our web applications; Electronic State Business Daily, TXMas (Texas Multiple Award System, Council for Competitive Government, State Travel Management Program - Hotel Contract System, Conference Room Scheduling System.

Worked under very limited supervision.

## Texas Department of Commerce - Texas Department of Economic Development

### Systems Analyst

May 1990 - February 2003 (12 years 10 months)

Novell Network Administrator (Novell 2.15c through 4.x) for 30 user network.

Project analysis, design, and coding of various database applications using MS Access and/or Visual Basic MS SQL Server back end, which integrated the purchase order system, invoice tracking system, and payment voucher system, with our internal and an external accounting systems.

Wrote multiple web based applications using VBScript/Active Server Pages (ASP).

Maintained the agency's FTP, Web, DHCP, and DNS servers.

### University Federal Savings

#### Systems Analyst

February 1989 - February 1990 (1 year 1 month)

Maintained and enhanced Student Loan Origination System written in dBase III.

### Texas Guaranteed Student Loan Corp

#### Programmer/Analyst

February 1988 - February 1989 (1 year 1 month)

Assisted in designing and enhancing TGSLC's LINK program (Loan Information Network Clearinghouse ), using dBASE III. Wrote several utility programs to help with automatic documentation of dBASE programs, and a dBASE menu program generator. Wrote a call detail reporting system using dBase III.

### Tracor

#### Computer Operator/Desktop Software Support Specialist

February 1982 - February 1987 (5 years 1 month)

Full time computer operator on Univac 1100/30 for the first year.

Transferred to the Desktop Computer Department as the software support person. Installed software on PCs, deployed, provided training.

Wrote an asset tracking system to track hardware and software licenses. Wrote filtering and data translation programs in C to convert files from one word processor format to another. Analyzed, designed, and wrote a Televideo 925 terminal emulation program for IBM PCs in 8086 assembly language, to connect to Univac 1100 computer through a JBM Protocol Converter.

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## Education

Texas State University-San Marcos

Computer Science · (1973 - 1975)