Ian Basinger

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Experience

IT Support Analyst Barnes and Noble – Reno, NV | 2024 – Present

- Used ServiceNow, TrackIt! ticketing systems to log and resolve user tickets.
- Administered, deployed, managed thermal printers from Zebra, Intermec, and Printronix, including PB50s, ZQ630s, PM43s, ZT230, ZT231s.
- Provided on-site desktop support to warehouse staff, office staff, and leadership teams.
- Maintained users in Active Directory and worked with Office 365 application stack.
- Created SQL queries for IBM DB2 database to run reports, update records, and manage WMS tasks.
- Worked with AS/400 to administer user profiles, output queues, resolve record locks, print queues, new object creation, manage tape backup procedures.
- Worked with PLC panels, photoeyes, conveyor scanner systems such as Cognex, Datalogic to resolve conveyance issues, setup scan tunnels for carton barcode reading.
- Used VMware to administer Unix and Linux virtual machines hosting a S2000 control system for large scale carton tilt tray sorting, including troubleshooting RIC connections, serial bus, and ethernet to serial converters.
- Administered a fleet of Cisco switches, routers, SD-WAN appliances, and firewalls. Configure physical and layer 2 connectivity, setup port-security, VLANs, QoS, new switchport configuration.

IT Consultant New Era Technology – Paramus, NJ | 2023 – 2024

- Worked for New Era Technology - a national Managed Service Provider (MSP) to provide remote technical support to American Freight. technical issues.
- Employed Microsoft Entra for end user account management, creating new users, disabling old user accounts, and ensuring user account info is accurate.
- Configured and managed routers, switches, firewalls, and access points. Included Meraki MX routers and switches, Sophos UTM firewalls, HPE switches, CradlePoint cellular modems, Fortinet firewalls and switches.
- Troubleshot network outages and incidents, collaborated with ISP providers to resolve network issues, reduced network downtime for stores.
- Utilized Microsoft Intune for mobile device management, managed computers, iPads, pushed out Wi-Fi profiles, app deployments, ensured endpoint devices are compliant and functional to company standards.
- Managed VoIP Yealink and Polycom phones with RingCentral, setting call schedules, voicemail, call forwarding, provisioned new numbers for use.

IT Help Desk (Grant Funded) Washoe County School District – Reno, NV | 2022 – 2023

- Provided technical support for 95 schools, 62k students, and 7k staff throughout the district, via phone, email, or in person.
- Logged IT tickets and support requests utilizing SolarWinds Web Help Desk, provided status updates and customer service to end users, resolved an average of 22 tickets daily. during the imaging process, and installed HDD and RAM upgrades as requested.
- Used Active Directory for end-user management, reset passwords, account lockouts, managed organizational units and group policy.

Education

Southern New Hampshire University – BS in Computer Science	2026
Western Governors University – BS in Cloud Computing	2023
Pierpont Technical College – AAS in Information Systems	2023

Certifications

- CCNA - Cisco Certified Network Associate
- AZ-104 - Azure Administrator Associate
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA CySA+
- CompTIA Cloud+
- CompTIA Server+