

Shanita Thompson

██████████, Joliet, IL 60431 | ██████████ ██████████

Summary

Experienced IT Professional with a demonstrated history of working in the government administration industry. Skilled in managing Multiple Small Teams, Technical Support, Network Management, Government, Policy and IT Governance, and IT Financial Budgets. Responsible for delivering stable, IT services to City of Aurora, IL employees and constituents – a task accomplished through sustainable, forward-looking strategies for growth and expansion of IT services. Master of Information Systems Management focused in Management Information Systems from Keller Graduate School of Management of DeVry University. Bachelor of Science focused in Technical Management and a concentration of Electronic Engineering from DeVry University.

Education

MASTER OF INFORMATION SYSTEMS MANAGEMENT | JULY 2017

KELLER GRADUATE SCHOOL OF MANAGEMENT

- Major: Information Systems Management

BACHELOR OF SCIENCE | JULY 2010

DEVRY UNIVERSITY

- Major: Technical Management
- Minor: Electronic Engineering

Experience

DIRECTOR IT OPERATIONS | CITY OF AURORA | JULY 2017 TO PRESENT

- Oversees all IT Divisions (Applications, Communications Infrastructure, GIS, Support Desk) day-to-day operations
- Oversees the four IT budgets alongside the CIO and Office Coordinator
- Documents and updates the IT Strategic Plan with the guidance of the CIO
- Oversees and reviews the performance of IT Division personnel; examines current operational and performance levels
- Helps build succession plans for critical IT employees and encourages appropriate training for employees and career path planning
- Develops effective working relations with IT Divisions and other city departments with whom work must be coordinated or interfaced
- Coordinates project work and staffing requirements with the PMO
- Participates in the hiring, promotion, disciplinary action, and salary adjustments of assigned staff
- Monitors network capacities, identifies potential weaknesses and coordinates this with the IT Risk and Compliance Manager, CIO and Infrastructure Team
- Keeps current on computer industry trends and emerging software
- Coordinates the maintenance and review of the City's optical fiber network

INTERIM NETWORK SPECIALIST | CITY OF AURORA | NOVEMBER 2016 – JULY 2017

- Assisted with planning future network directions and made recommendations on hardware and software upgrades and changes
- Kept current on computer industry trends and emerging software
- Coordinated the maintenance and review of the City's optical fiber network
- Designated departmental FOIA officer for IT Division

SUPPORT DESK COORDINATOR | CITY OF AURORA | MAY 2016 – NOVEMBER 2016

- Managed the Support Desk Technicians
- Assisted over 800 end-users with technical, software & desktop support
- Processed all support tickets, calls, and walk-ins from end-users
- Provided support for the Fire Station PCs and mobile devices
- Designated departmental FOIA officer for IT Division

COMPUTER TECHNICIAN/SHAREPOINT ADMINISTRATOR | CITY OF AURORA | JANUARY 2015 – MAY 2016

- Provided assistance to Network Administrators
- Assisted with configuring new Servers and retiring older ones
- Built and maintained the City of Aurora SharePoint Farm
- Established and maintained end user access policies and permission within SharePoint
- Created and maintained sites within SharePoint (City Intranet site)

HELP DESK TECHNICIAN | CITY OF AURORA | APRIL 2009 – JANUARY 2015

- Prioritized and completed tier 1 tickets Help Desk submitted by end-users
- Managed replacement cycle of approximately 800 personal computers, 100 laptops and 100 printers
- Assisted over 800 end-users with technical, software & desktop support
- Supported and troubleshoot hardware such as desktops, laptops, printers and mobile devices (IOS/Android)
- Installed, configured, and troubleshoot software issues

PC TECHNICIAN | CITY OF NAPERVILLE | OCTOBER 2006 – APRIL 2009

- Prioritized and complete tier 1 tickets from Grouplink Help Desk submitted by end-users
- Managed replacement cycle of approximately 800 personal computers, 200 laptops and 100 printers
- Assisted over 1200 end-users with technical, software & desktop support
- Specialized in Public Safety, Public Works and Utilities support and software needs
- Installed, configured, and troubleshoot software
- Assisted in managing Grouplink Help Desk knowledge base
- Assist with VoIP phone deployment
- Researched purchase of new equipment based on needs of company

AUTOMATION COORDINATOR | BELLWOOD LIBRARY | JUNE 1990 – OCTOBER 2006

- Maintained LAN containing 35 computers
- Supported Windows Server environment
- Assisted customers & staff with technical & desktop support
- Upgraded and troubleshooting of hardware & software
- Purchased new computers and equipment based on needs
- Maintained Email Server by adding and removing users
- Maintained Website: www.bellwoodlibrary.org