

## **John W. Crocker, Jr.**

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### **Summary**

I am an experienced Information Technology professional. Whether working in a team environment, or on my own, I give every task my full attention. In my career I have interacted with vendors to resolve issues, gathered requirements for projects, and supervised many software and hardware upgrades. I have experience with Exchange Networks, VMware environments, Veeam replication software, and administering company web sites. I am very comfortable stepping out of my safe-zone, and taking on new challenges. I have several years of management experience, where I handled as many as twelve employees at a time.

### **Technical Skills**

**Platforms:** 7, 8 & 10, Server 2008/2012  
**Languages:** Batch, SQL  
**Databases:** Access, SQL, MySQL  
**Software:** Fiserv Premier 9.0, Fiserv Director 15, Veeam Backup and Replication, VSphere, Office 2010, 2013 and 2016, Adobe Premiere, WSFTP, MOVEit Central, Q2 Central, Wausau IMS Client, AS400-Silverlake

### **Professional Experience**

**Citizens 1<sup>st</sup> Bank**

**7/2015 - Present**

#### **IT Manager, Vice President**

- \* Manage bank network, and all servers and workstations
- \* Veeam Backup and Replication Admin
- \* Vsphere Administrator
- \* Administer bank Intranet, and Internet site
- \* Manage Ring Central hosted system
- \* Responsible for administration of Kaspersky Anti-Virus
- \* Support Fiserv Navigator product
- \* Support Fiserv Integrated Teller
- \* Support Fiserv Business Process Manager, and perform all updates
- \* Support D+H LaserPro, and perform all updates

**Southside Bank, Tyler, TX**

**3/2013 - 7/2015**

#### **Senior IT Business Systems Analyst, AVP**

- \* Examining existing business models, client systems and flows of data and designing improved IT solutions
- \* Support all Q2 online banking software
- \* Support all Wausau branch imaging and imaging backend software and servers
- \* Support all Wausau IMS imaging archiving and archiving backend software and servers
- \* Support all FISERV/IPS accounting software
- \* Designed all new file manipulation tasks using Ipswitch's MOVEit Central

- \* Implementation and support of all nightly extracts, using MOVEit Central and custom scripts
- \* Responsible for documentation of supported applications
- \* Lead Technical Support for in-house teller software solution
- \* Developed Technical Manual for in-house teller software
- \* Developed Level 1/Level 2 Support Model for in-house teller solution
- \* Vendor liaison for technical issue resolution
- \* Provide end-user and upper-level support for all supported banking software

**Southside Bank, Tyler, TX**

**1/2010 - 3/2013**

**Senior Application Specialist**

- \* Support all Q2 online banking software
- \* Support all Wausau branch imaging and imaging backend software and servers
- \* Support all Wausau IMS imaging archiving and archiving backend software and servers
- \* Support all FISERV/IPS accounting software
- \* Designed all new file manipulation tasks using Ipswitch's MOVEit Central
- \* Implementation and support of all nightly extracts, using MOVEit Central and custom scripts
- \* Responsible for documentation of supported applications
- \* Lead Technical Support for in-house teller software solution
- \* Developed Technical Manual for in-house teller software
- \* Developed Level 1/Level 2 Support Model for in-house teller solution
- \* Vendor liaison for technical issue resolution
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**System Engineering And Laboratories (SEAL), Tyler, TX**

**7/2006 - 1/2010**

**IT Administrator**

- \* Managed a network of approximately 30 computers. Server ran Windows Server 2003, and Microsoft Exchange 2003. Workstations ran Microsoft Windows XP Professional
- \* Responsible for all maintenance and repair/upgrades on server and all workstation computers
- \* Handled any software/hardware purchases, installation, changes, troubleshooting and end-user training
- \* Assisted lab manager during product testing, and with data collection during testing
- \* Designed and maintained company website, [www.sealcorp.com](http://www.sealcorp.com)

**E-FIX Computer Services, Bronson, TX**

**4/2003 - 7/2006**

**Owner/Operator**

- \* Started a computer/network repair business
- \* Services offered: Computer repair, peripheral installation and setup, OS installation and setup, network setup and troubleshooting, web page design
- \* Gained valuable computer and network troubleshooting knowledge during this period

**Intellimark, Various Locations**

**October 2005 - November 2005**

**Field Tech**

- \* Contracted to upgrade servers at several local Wal-Mart Super Centers
- \* Job consisted of taking server down, upgrading firmware of servers, replacing hard drives, memory, CMOS battery installation new NIC card, and getting server back online and operational
- \* Interfacing with the Intellimark help-line, and with managers and employees at each location was also a requirement

**Computer Merchant, Lufkin, TX**

**September 2005 - September 2005**

**Field Tech**

- \* Contracted to install new computer controllers/switches at various Burke's Outlet Stores
- \* Job consisted of tear-down of current controllers/switches and peripherals, re-installation of new controllers/switches and all peripherals, and post-testing of new controller
- \* Also required interfacing with the CM help-line, and with managers and employees at each location

**Computer Merchant, Lufkin, TX**

**November 2003 - November 2003**

**GM Access II Installer**

- \* Contracted to install new GM Access II servers in several GM dealerships
- \* Job consisted of pre-testing of current server, tear down of current server and peripherals, re-installation of new server and all peripherals, and post-testing of new server
- \* Also required interfacing with the CM help-line, and with managers and employees at each location

**Lockheed-Martin Vought Systems, Lufkin, TX**

**April 1996 - July 2003**

**Senior Test Technician**

- \* Responsible for all testing on PAC-3, ATACMS and MLRS missile programs while adhering to strict Military Specifications (MIL-SPEC)
- \* Testing duties included: Continuity and isolation testing of all cables and harnesses, Environmental Stress Screening on all program units. Performed full-functional tests on all program units. Tested circuit cards using an HP 3065 and HP 3070 circuit card test sets
- \* Entry of Statistical Process Control data on a daily basis
- \* Interfacing with Dallas test engineering on test and test set related issues, including modification and updating of all test set software
- \* Initiation and follow up of online Quality Notifications in SAP
- \* Tasked with keeping the test set's controlling computers running

**Power Play Game Room, Lufkin, TX**

**1992 - 1996**

**Manager-Technician**

- \* Responsible for repair and maintenance of all amusement machines and company computer, and all managerial duties

## **Education**

**B.S.**, Computer Science, Warren National University, Cheyenne, WY

**A.A.S.**, Electronics Technology, Angelina College, Lufkin, TX

## **Certifications/Skills**

DCSE - DELL Certified Systems Expert - Foundation 2011 Portables

DCSE - DELL Certified Systems Expert - Foundation 2011 Desktop

ESD Trained

SAP Trained

Held a DoD 'Secret' Security Clearance while at Lockheed-Martin

Took CISCO Networking Semesters 1 & 2.