

# 5-Year Career Plan

Century College

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ITT 1020-01

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# Jackson

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## Personal Introduction

I am currently pursuing an Associate in Applied Science degree in Information and Telecommunications Technology (ITT) with a focus in Storage Area Network (SAN) at Century College. For over five years I have been in the Minnesota Army National Guard, and have deployed once in support of Operation Iraq Freedom. My experience in the IT industry has been on going and continues to build upon itself for over five years as well. The rest of this portfolio will contain everything from my definition of Information Technology, to educational goals, and even to my projected growth of the industry and my resume.

## Personal Ethics Philosophy

My personal ethics are based on what I feel is morally correct, or the right thing to do. They are based on several values, Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage. Loyalty means that I will stay loyal to my friends, family, colleagues and other obligations. Duty represents my requirement to fulfill all of my obligations and to accept responsibility for my own actions. Next is respect, which for me is treating someone how you would like to be treated, you will never have to earn my respect, unless you first lose it from me. Selfless service represents putting someone else before yourself, no man left behind, helping someone in need. Honor is living up to all of my personal values. Integrity is doing what is right legally and morally, even when someone isn't looking or watching. Lastly I have personal courage, which to me means our ability to face fear, danger, or adversity, both physical and moral courage.

## IT Technical Definition & Career Directions

Reference: [http://wiki.answers.com/Q/What\\_is\\_information\\_technology](http://wiki.answers.com/Q/What_is_information_technology)

### Summary

Information Technology is the technology (hardware and software) required for the processing of data and other information. This website is a type of information technology. See the related links.

**Formal Definition:** *Information technology (IT), as defined by the Information Technology Association of America (ITAA), is "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit, and securely retrieve information.*

*The combination of telecommunication and computer science for the capture, storage and transmission of information to every nook and corner of the world is said to be IT.*

I think this is one of the simplest ways to put IT (Information Technology) into a concise definition. The formal definition also adds that precision touch to truly understand what IT is, where it comes from, and what it is all about.

My three primary career directions in order of precedence:

1. SAN's
2. Security
3. Web Design

## Potential Working Environment

My potential working environment would consist of a job not necessarily local but based here in Minnesota with or without travel. Laid back yet professional work environment that is comfortable and challenging.

## Educational Objectives

Future education goals for the next 10 years in order of precedence:

1. Cisco Certified Networking Associate (CCNA)
2. Cisco Certified Networking Professional (CCNP)
3. Certified Information Systems Security Professional (CISSP)
4. Project Management Professional (PMP)
5. SNIA Certified Storage Professional (SCSP)
6. SNIA Certified Storage Engineer (SCSE)
7. SNIA Certified Storage Architect (SCSA)

## Career Objectives

Obtain a position within a company where I can maximize my skills in:

- Technical operations
- Information assurance & integrity
- Educational and field experience
- Collaboration and team work

## Job Titles & Competencies

### Network Engineer

A Network Engineer is involved in the design and maintenance of both the hardware and software necessary for a computer network. They are high level technical analysts with a specialty in Local Area Networks (LANs) or Wide Area Networks (WANs).

### Network Administrator

A network administrator is a person responsible for the maintenance of computer hardware and software that comprises a computer network. This normally includes deploying, configuring, maintaining and monitoring active network equipment.

### SAN Engineer/Administrator

Provides highly specialized technical expertise to support and maintain a large open systems storage infrastructure. Must partner with multiple technical teams to develop and implement storage solutions and provide recommendations for future capacity growth within a quickly growing and changing environment. Provide troubleshooting expertise by interfacing with multiple technical teams and vendors to resolve complex issues.

## Projected Growth of Industry

Currently there is a lot of growth within the IT industry and it will only continue to grow and expand. There are a few major areas I see great expanse in over the next five to ten years. I foresee cloud storage moving to be a more primary market holder in not only backups but also in permanent storage. Along with that Storage Area Networking is going to continue to expand very quickly, and with that a rise in demand of SAN's Administrators and Engineers.

## Resume

# Andrew Jackson

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### Experience

**Knowledge Management - SharePoint Designer** - November 2008 – January 2010

Basra, Iraq

*Minnesota Army National Guard - Operation Iraqi Freedom*

- Diagnose and troubleshoot SharePoint related issues timely and efficient in support of a 1000+ users.
- Leveraged organic SharePoint configuration and designer capabilities to deliver practical solutions matched to warfighter specifications to expose time-critical and mission-relevant information.
- In depth experience with Collaboration, Portals, Enterprise Search, Enterprise Content Management, Business Process and Forms, and/or Business Intelligence Operations.
- Evaluate, select and articulate product strategies between MOSS 2007, WSS 3.0 and Microsoft Office Forms Server 2007.
- Experience with Microsoft Office InfoPath Forms Services, experience with SharePoint Templates (Application Templates, Master Pages, Role-Based Templates, and the Community Kit for SharePoint).
- SharePoint architectural design, Web Parts development, server installation, management and troubleshooting with a focus on planning, deploying and supporting enterprise SharePoint implementations.
- Building/designing sites, custom workflows and lists (Mainly with out of box SP features), along with providing relative subject matter expert advice.
- Process improvement and document organization skills.
- Generating of wireframes, interactive mockups, and compile into a design document.
- Training thousands of users on building and customization of SharePoint lists, libraries, sites, workspaces, and web parts, while providing expert advice on SharePoint best practices.
- Enabling information flow and dissemination of information to major War Fighters.

**Tek Systems / IBM – Ameriprise**

June 2008 – October

2008

Minneapolis, MN

*Deskside Support*

- Diagnose and troubleshoot Information Technology issues to ensure proper information dissemination and flow.
- Install/Setup new or existing workstations, both laptops and desktops.
- Install/Setup new and existing users.
- Manage workload, and optimize performance in order to meet service level agreement standards.

- Provide support for thousands of Dell and Lenovo machines and users.
- HP Printer preventative maintenance and support.
- Remote desktop support to provide timely resolution of issues.

**Tek Systems / Target – CSC Specialist**      February 2008 – April 2008      Brooklyn Park, MN

*Client Support Center Specialist*

- Diagnose and troubleshoot Information Technology issues.
- Over the phone support in order to provide immediate resolution or escalation of issues.
- Dedicated remote desktop support.
- Facilitate issues through proper escalation procedures.
- Document all calls within the HPSD and Remedy ticket tracking system.

**Military Experience**

**Information Technology Specialist**      June 2007 – Present      Rosemount, MN

*Minnesota Army National Guard*

- Identifying computer-user problems and coordinating to resolve them
- Worked with Microsoft Windows 2000, XP SP2, Vista, Exchange, and Server 2003/2007.
- Supporting Dell Laptops and computers for hundreds of users on both classified and unclassified networks.
- Installing, configuring and monitoring local and wide-area networks, hardware and software.
- Compiling, entering and processing information.
- Providing customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting.
- Constructing, editing and testing computer system programs.
- Conducting data system studies and preparing documentation and specifications for proposals.
- Assisting in the design, preparation, editing and testing of computer programs.
- Configuring information-processing equipment.
- Performing senior operator and systems administrator duties on assigned computer systems.
- Assisting less experienced soldiers in the installation and maintenance of information-processing equipment.
- Writing, analyzing, editing, testing and modifying computer programs.

**U.S. Army Signal School**      June 2007 – November 2007      Fort Gordon, GA

*Information Technology Specialist – 21 Weeks*

- Completed 21 week resident course at Ft. Gordon at their Information Technology School.
- Secret Security Clearance.

- Installs, operates, and performs unit maintenance on multi-functional/multi-user information processing systems and peripheral equipment and auxiliary devices.
- Performs input/ output data control and bulk data storage operations.
- Transfers data between information processing equipment and systems.
- Troubleshoots automation equipment and systems to the degree required for isolation of malfunctions to specific hardware or software.
- Restores equipment to operation by replacement of line replaceable unit (LRU).
- Installs, operates, and performs strapping, restrapping, PMCS and unit level maintenance on COMSEC devices.
- Drafts associated technical documentation for program reference and maintenance purposes.
- Modifies existing application packages using application and operating system software and appropriate computer language commands and files.

## **Professional Association/Meeting**

I currently am the Communications Director for the CCITA or Century College Information Technology Association. My roles and responsibilities include but are not limited to: planning events, writing clear and concise emails to board members and professionals in the field, communicating with peers, providing timely response and solutions to issues related to IT.

## Degree Completion Timeline

<i>ITT #</i>	<i>Description</i>	<i>Semester</i>	<i>Credits</i>
ITT 1020	Intro to Info Telecommunications Tech	Sp11	3
ITT 1021	Principles of Information Security	Sp11	3
ITT 1031	Networking Fundamentals CCNA1	Sp11	3
ITT 1033	Network infrastructure and Data Center Design	Fs11	3
ITT 1032	Routing Protocols and Concepts CCNA2	Fs11	3
ITT 2031	LAN & Wireless CCNA 3	Fs11	3
ITT 2032	Accessing The WAN CCNA 4		3
ITT 2041	CCNP 1		3
ITT 2080	Tech Planning & Architecture		3
ITT 2780	Intern/ Tech Elective		
ITT 2042	CCNP 2		3
ITT 2043	CCNP 3		3
ITT 2044	CCNP 4		3
ITT 2780	Internship	Su11	4
ITT 2020	Network security fundamentals		3
ITT 2036	Network Attached Storage		3
ITT 2038	Storage Aea Network Management		3
ITT 2051	Enterprise Computing Virtualization		3

Anth1022	Introduction to Physical Anthropology:		3
G3/G4	Human Origins (10)		
Humm 1021	Intro to humanities US & Europe	Fs11	3
Comm1031	Interpersonal Communications	Sp11	3
Eng 1021	Composition 1	Su11	4

## Web & Resource Links

<http://www.snia.org/>

<http://www.wikipedia.org/>

<http://jobsearchtech.about.com/od/careersintechnology/p/NetEng.htm>