Grant L. MacConnell
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Results oriented IT professional with over 20 years experience directing a broad range of IT initiatives in Corporate, Legal and healthcare industries. Demonstrated expertise in management and customer service supervision, planned, implemented and managed high profile, new release technical support activities. Interacting with software and hardware developers and manufacturer representatives on time sensitive projects. Proven ability to lead and coordinate project teams, technical support systems, and delivering effective solutions to complex problems.

Technical Proficiencies:

Networking: Cisco, HP, Dell network gear, TCP/IP, Novell 3x -4 xs, DSL, T-1/T-3, Analog Dialup

Operating Systems: DOS thru Windows Vista. NT 3.5.1 thru 2008 Servers including Advanced Server. Ultrex, Redhat Linux including special hardened versions for checkpoint firewalls and MacAfee scanning devices.

Software, Business & Medical Applications: Qualys, Shavlick, VmWare, Aspect, Remedy, Scopus, Prism, CA, Trend, Kofax, Symantec, McAfee , Medex, Reps, Apothicare, ProFx, Med dispense, Rxpertise, Rescott, Pathlinks, Altiris , SMS, HP Web jet Administration, Kronos,. Citrix, VMware, SharePoint, Advantage Financial, Sunguard, Charles River Trading, Fix, Copiela, GroupWise, Lotus Notes, Filemark Smarti, Docs Open, Alpha 2.0-4.0, Bloomberg, Fasttax, Trusteez, Brentmark, Checkpoint, Appraise, Quicken, Peachtree, Veritas, Exchange, SMS, SharePoint, HTML, Blackberry ES, Postini, Jetadmin by HP.

Hardware: Avtech Environmental, Compaq, Dell, HP and IBM blade servers, servers and desktops. Checkpoint Compaq firewall solutions. Netscreen Firewalls. Liebert Emerson, APC environmental control systems. Guardian and Onan generators.

Professional Experience:

Native Staffing - Siemens- Lexmark   **Dec 09 to Present**
Senior Field technician responsible for logistics, field installation and problem solving. Large scale printer installations and removals for several national accounts.

CVS Corporation via KForce\Dell   **May 10 to Jan 11**
         Senior Wintel Server Administrator for Fortune 20 Company with over 2000 servers, both physical and virtual. Responsible for FTC, PCI, PII, SOX, Fishnet, and Hipaa security compliance scanning and remediation. Well versed in the tools VMware, Shavlick, and Qualys security scanner as they are used daily to bring this company to compliance on all levels.

Ascendis   **Jan2010 to Present**
Field technical services, troubleshooting, site shutdowns. Removal of IT related equipment.

Senior Server Administrator - Waltech Inc.   July 09 to September 09

Senior Systems Administrator responsible for over 800 servers in multiple IDC's. Responsible for procurement, racking, imaging with Altiris, patching, and general server administration of Dell 1800 thru 910 blade servers along with IBM blades and Dell 2600 thru 6800 series conventional servers. Bringing the current Altiris system up to current standards and complete documentation of the systems and its 800+ licenses.

Independent System Analyst   July 08 to July 09
System administration, pc, server, network procurement, repair and administration for local companies, small businesses, and private parties. Website design and publishing.

REIT Management & Research   June 2006 to July 2008
IT Infrastructure Manager – PC Services Manager. Manage hardware, supplies, and support for peripheral devices across our corporate environment consisting of Five Star Quality Care, Travel America, HRPT Realty Trust, Hospital Realty Properties, Hospital Properties Trust, and Senior Housing Trust. 4000 pc's, 1100 laptops, 1500 printers, 400 Copiers, and 500 Fax machines spanning 700 locations including 7 Hospitals, 350 Nursing care facilities, and 350 other assorted properties. Determine logistics and coordinate tasks around physical infrastructure moves. Coordinate infrastructure installations. Design, install, and implement Altiris for pc and server deployment, inventory, updating, and forecasting budgets. Define design document, publish and manage environmental management and disaster recovery systems for datacenter facilities. Monitor environmental controls for datacenter facilities. Establish standards, SLAs with Corporate Management and vendor partners. Established and maintained effective working relationships with all vendors. Coordinates activities with management to determine improvements in controls/services. Created request for proposals (RFPs) for new implementations, and crafted business cases for many initiatives. Manage infrastructure projects to ensure they meet budget, time frame, and quality requirements. Assist other support team's staff with installation, configuration, hardware/software-related issues, and other tasks as necessary. Saved the company a projected $800,000.00 over a 5 year period by implementing a managed service contract for nationwide printer procurement, preventative maintenance, repair, and toner purchases. Reduced copying costs by negotiating machine costs and contracts by $100,000.00 per year. Managed HIIPA & Sarbanes compliance project for the monitoring of refrigerated medicines nationwide. Provided IT monitoring of all facilities cold storage.

Smartsource Inc.   Feb 03 to Dec 05
Field Tech responsible for connectivity upgrades, changing modems, routers, switches and firewalls for a variety of different companies. Traveling to remote sites and interacting with other locations nationwide.

Expedited temporary Services   Feb 03 to Dec 05
Field tech for Cisco switch upgrade program at retail locations and Federal Government facilities

CDI Corp. for General Dynamics   Sept 05 to March 06
Senior member of server support team responsible for day to day maintenance of 3000 servers and server related issues, hardware, software and user access worldwide. Building and deploying servers that meet D.O.D. Gold standards. Bringing all existing servers to DOD Gold. Active directory maintenance and end user support. Security patches, virus updating and log monitoring.

Loring, Wolcott & Coolidge   June 00 to May 05
Network Administrator for an exclusive Fiduciary Trust Company in the financial district of Boston. Implemented the Altiris imaging and application management solution to deploy W2K and

XP workstations and incorporate this technology into the disaster recovery plan. This was also very useful for cost and usage control as well as license compliance. Implementation of DHCP & WINS. Completely reworked the network infrastructure from wiring to switchgear removing antiquated equipment and replacing with Cisco, Dell, and Avaya wireless. Administered 22 servers and 100+ workstations, maintain the Checkpoint FW1 firewall, Netscreen Firewall, and the McAfee Webshield email gateway along with monitoring our ISP connections for top efficiency. Develop and deploy the corporate VPN technology and policy. Maintaining connectivity to several other wans via vpn for resource sharing over dial up, dsl, and multiple t-1 connections. Participated in all day to day activities of the IT team from help desk calls and daily backup routines, server management including PDC, BDC, Exchange, SQL, and Advantage/Cache. Technology planning, implementation and SAS 70 compliance responsibilities. I was an integral part of a team that gave the company better than 5 9's reliability and a tested and proven 8 hour DR plan. Implemented and maintain a 5 layer virus protection plan including off site filtering by Postini and use of Dmz for isolation Combining the major names in the Antivirus industry to protect our environment.

Commonwealth of Massachusetts.   May, 00
          A short-term project traveling to OCCS/CCIMS sites to perform a discovery in preparation for a rollout of a new software suite to expedite the financial process. Project was canceled after 30 days due to budgetary considerations

Delphi Forums/Prospero Technologies   April 00
          Interim MIS. While I was there I developed a stock image and prepared a number of servers and desktops for deployment as well as dealing with the day-to-day issues.

Whitman Hanson Regional School System.   March 00
          Repaired several major issues within two departments. Upgraded the Districts transportation management system software and consolidated the data.   Repaired issues with retail management software.

Foley, Hoag, &Eliot   Oct 99 to Feb 00
          Coordinate NT Workstation Rollout, work closely with the help desk and end users to identify problems and issues that surround this rollout. Make the initial pass to resolve the problems and then allocate resources if the problem required escalation. Document the process and proceed to 500 unit rollout. Creating NT accounts, migrating from GroupWise to exchange. Completed project one month early

Stone & Webster Engineering Corporation   April 98 to June 99
          Lotus notes rollout corporate wide, 600 machine replacements. Network reclassification upgrade, Upgraded a Banyan Vines network to Microsoft TCP/IP for a mix of 3.11, 3.51 95, 98, and NT 4.0 systems. Supported users in all aspects of day-to-day issues consisting of hardware, software, and procedural issues.

 Benchmarking Partners Inc.   Nov 97 to March 98
          Independent contractor responsible for all aspects of system administration. Servers: NT40, Exchange, SMS, SQL, Win 95 is used on desktops along with the MS Office suite and Lotus Notes. Performing top-level tech support for users and maintenance on servers and web site. Research, Test, and implement new technologies. Worked with SMS roll out and implementation of the corporate VPN.

Mainspring Communications   Aug 97 to Sept. 97

Temporary MIS. Responsible for all aspects of network and desktop/laptop usage and connectivity. Administering to Meridian phone system performing MAC's and general maintenance. Made smooth transition with prior MIS departing after 2 days of my arrival. Used NT 3.51 and 4.0. Netscape mail server and Calendar server. Win 95 and 98, Office 97 suite.

Zeitech Inc.   Sept. 96 to Jan. 97

Temporary Technical consultant to Boston Gas IT department. Provided analysis, designs, implement and manage a 1300 user NetWare/NT network at 3 locations. Provide training to desktop users, customize NT workstation operating system, password and rights assignments. Participate in team meetings to anticipate and resolve network efficiency use.

Stream International – Shift Supervisor   Sept. 94 - Sept. 96

Responsible for all aspects of advanced technical support staff.
Monitored and provided continuing education to 12 2nd tier technical support representatives in a 7x24 environment. Planned, implemented and managed high profile, new release technical support activities interacting with software/hardware developers and manufacturer representatives. Coordinate technical support system requirements, troubleshooting, and physical plant requirements. Supervise and conduct research of unknown technical support issues of over 300 supported software applications and 50 hardware profiles. Conduct team meetings and provide regular employee reviews, maintaining an emphasis on customer service.

Interior Windows Design Inc.   April 82 – May 94

Sales/Operations Manager. Fourteen years Management and Sales experience in the wholesale manufacturing and retail environments. I was involved in all aspects of management, personnel and sales. I have been responsible for marketing and advertising, trade shows and seminars. Hiring, training and terminating employees. Recipient of several national awards.

Education/Certifications
Business Administration, Northeastern University, Boston, MA 1990.
Northeastern University CNE Program Sept. 95 to December 98
Checkpoint Firewall, 2003
Netscreen Firewalls, 2003
Win2k Advanced & professional, 2003
Altiris , 2003
Exchange administration, 2003
Sullivan & Cogliano Training Center - Taunton Training Center April 98 - June 98
Former member, Team Microsoft and Team Compaq.

Professional Affiliations
Former Chairman of ABATEPAC of MA.
Former President, Cape Cod chapter, ABATE of MA.
Founder of REACT Plymouth

Community Service
Chair South Elementary Haunted House

References provided upon request