

Timothy James

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SUMMARY

Senior IT professional with 24+ years of enterprise experience spanning IT asset management, operations, and hands-on hardware — in a DOD-regulated aerospace manufacturing environment. On the operational side: executed a \$1.9M IT lease buyout during a reverse facility acquisition, led DOD-compliant refresh and disposal of 800+ endpoints 40% faster than prior refresh cycles, administered smart card certificate lifecycle for ~1,000 users via Microsoft Identity Manager, and served as internal SME for lease, mobile, and managed print portfolios. On the hardware side: DeVry-trained electronics technician, 15 years of CNC/laser field service across a 6-state territory, component-level Kaba terminal engineering, and hands-on RFID and rugged device support for over two decades. I'm looking for roles that reward the full range — remote IT ops and asset management work is the primary target, but I'm genuinely drawn to anything that puts me near interesting hardware.

AREAS OF EXPERTISE

- IT Asset Lifecycle & Disposal (DOD Standards)
- IT Lease Portfolio Administration
- Vendor Management & RFQ Development
- Cost Reduction & Procurement
- Hardware Lifecycle Planning & Retirement
- Active Directory & User Management
- Software & License Auditing
- MDM Administration (AirWatch / iOS Devices)
- Incident Logging & Prioritization
- ITIL-Aligned Asset & Service Management
- Federal & Regulatory Compliance
- Medical Warehouse & Logistics
- Enterprise IT Support & Help Desk
- Field Service & Territory Management
- Hardware Troubleshooting & Repair
- Problem Assessment & Triage
- Remote Diagnostics & Issue Resolution
- Documentation & Reporting
- MSP Oversight & SLA Management
- User Access Provisioning & Deprovisioning
- Cross-Functional Stakeholder Communication
- CNC / Laser / Rotary Engraving Systems
- Pre-Sales Engineering & Consultation
- Tradeshow & Demonstration Support

TECHNICAL EXPERTISE

Systems & Hardware: System Troubleshooting, Computer Configuration, Hardware Installation/Repair/Testing, Circuit/Schematic Analysis, A.C./D.C. Circuitry, Analog & Digital Circuits, Electronic Communications

Devices & Equipment: HID RFID & Barcode Readers, Autotime/Kaba Timeclock Systems, Handheld PCs & Rugged Tablets, iOS Devices (iPhones & iPads), Laser Devices, CNC Devices, Robotic Devices, Industrial Controls

Software & Applications: Microsoft Windows 10/11, Microsoft Office (M365 user experience), KACE, Lansweeper, SolarWinds Web Help Desk, AirWatch MDM, Good (Mobile Device Monitoring), PaperCut, Print Manager Plus, TRUcentrix/TRUbiquity, Autotime, Deltek TIPQA, One Identity Active Roles, Microsoft Identity Manager (MIM), ABBYY FineReader PDF, AutoCAD (drawing modification and print/plot support — i-TEC, through approx. 2017–2019; engraving file digitization and prep — New Hermes), CorelDraw, GravoStyle 98, MS-DOS, Linux, G-Code, Assembler / BASIC

Training & Support: Software Installation & Training, End-User Support, Technical Documentation, ITIL-Aligned Processes

EXPERIENCE

Senior IT Asset & Help Desk Specialist — Enterprise Operations September 2001 – December 2025

Johnson Service Group / i-TEC Solutions | Hazelwood, MO

Originally hired to support an aerospace facility acquisition; contract acquired by i-TEC Solutions, October 2002 — role and responsibilities continued without interruption

- Served as internal SME for the enterprise IT lease portfolio — managed day-to-day renewals, billing oversight, and device tracking across Dell hardware (PCs, laptops, workstations, servers), Canon plotters, and Ricoh/Sharp copiers

- Executed \$1.9M IT lease buyout as part of a reverse aerospace facility acquisition — researched active leases, negotiated terms, and coordinated novation of vendor warranties and maintenance contracts to the incoming aerospace principal
- Performed IT data segregation for a reverse aerospace facility acquisition — purged the outgoing owner's proprietary competitor production data from shared systems and coordinated return to their corporate offices, while standing up an independent TRUcentrix/TRUbiquity instance and preserving all historical records
- Led a team of 5 contractors in the refresh, DOD-compliant wiping, and disposal of 800+ PCs, laptops, and engineering workstations — completing the project 40% faster than prior refresh cycles
- Sourced components from multiple vendors to engineer replacement timekeeping terminals, achieving over 60% cost savings versus discontinued Kaba OEM units
- Coordinated hardware procurement by developing RFQ specifications, evaluating vendor quotes, and providing purchase recommendations; managed hardware RMA and warranty processes with OEM vendors
- Conducted hardware/software audits and reconciled purchased licenses against installed inventory using KACE and Lansweeper — maintaining accurate asset records and ensuring compliance
- Coordinated OS and software deployment across the enterprise endpoint fleet — managed rollout sequencing to minimize disruption, working with vendors and internal teams to validate compatibility before broad deployment
- Served as internal Subject Matter Expert for enterprise Verizon mobile contract — managed day-to-day device support (activations, upgrades, troubleshooting for phones, tablets, and hotspots) as well as contract oversight including renewals, billing review, and recommendations to management
- Administered iOS device management using AirWatch MDM — enrolled and managed company-owned and BYOD iPhones and iPads, pushed apps and configuration profiles, and tracked device inventory and compliance; used Good for mobile device monitoring and visibility
- Served as internal SME for the enterprise Managed Print Services contract — coordinated service, escalations, and supply management with the MPS partner and managed the enterprise-wide printer/copier/plotter fleet utilizing PaperCut and Print Manager Plus
- Managed enterprise-wide copier fleet refresh including installation of RightFax and PaperCut solutions
- Supported an enterprise environment of 1,000+ Active Directory users as senior help desk technician, troubleshooting hardware, software, networking, printers, plotters, Autotime/Kaba timeclock systems, RFID and barcode readers, and handheld and rugged tablet devices
- Managed Active Directory user provisioning and deprovisioning for 1,000+ enterprise users — creating, modifying, and removing accounts throughout the full employee lifecycle while maintaining accurate access controls and documenting all changes through resolution
- Used One Identity Active Roles alongside native Active Directory tools to manage user access — executed mass group permission changes, structured deprovisioning of user accounts for clean reprovisioning when access needed to be restored, and participated as a stakeholder in the design and testing phase of a planned permission group automation workflow
- Administered smart card certificate lifecycle for ~1,000 users using Microsoft Identity Manager (MIM) — ran expiration reports, cross-referenced against Active Directory, created advance tickets, notified users, and performed certificate renewals at the help desk on a 2-year renewal cycle
- Administered user mailboxes, distribution groups, shared mailboxes, and permissions in Exchange Admin Center (EAC) — supporting the full user lifecycle from onboarding through offboard
- Administered user accounts in Deltek TIPQA quality management system — created accounts, reset passwords, and verified access permissions; coordinated with Quality administrators on permission group assignments throughout a 15-year tenure
- Performed end-to-end physical network troubleshooting from end devices through wall jacks, patch panels, and back to the switch — running continuity tests on cable pairs to isolate faults, then escalating to the network team with a clear diagnosis
- Owned configuration, troubleshooting, and ongoing maintenance of RFID and barcode reader devices and rugged handheld tablets deployed in warehouse operations, supporting an internally developed web-based tool tracking application
- Participated in recovery from a major infrastructure failure in October 2024 — a burst water main above the server room took down domain controllers, firewall, Exchange, ERP, and the SAN simultaneously; contributed to interdependency identification across systems, sourced replacement equipment, and coordinated vendor agreements and contract cleanup during the recovery phase
- Participated in recovery from a facility flood event — assessed and handled water-damaged equipment, coordinated vendor replacement and testing, and supported user relocation to restore operations

- Participated in multiple power incident recoveries — hands-on re-routing of power and triage of which systems to keep powered, prioritizing critical infrastructure under time pressure
- Contributed to post-incident after-action reviews following each major event — team discussions capturing what slowed initial response, identifying interdependencies, developing equipment marking practices, and building pre-planned triage lists; findings documented in working spreadsheets in the absence of a formal CMDB platform
- Served as designated IT escort for physical security field service technicians — developed working knowledge of Geoffrey and Vanderbilt access control and security management platforms through direct observation
- Completed internal ITAR and Export Control training and operated within those regulatory requirements throughout the full tenure, including during periods of UK parent company oversight

Field Service Technician — Engraving & Laser Systems

1986 – 2001

New Hermes Inc | Duluth, GA

- Performed installations, repairs, and preventive maintenance on New Hermes/Gravograph rotary engravers, Universal Laser systems, and vinyl plotters across a 6-state solo territory providing national backup coverage, based out of Saint Louis
- Previously co-managed a 12-state territory including occasional Canada coverage, based out of Chicago
- Used AutoCAD to digitize artwork and clean up digitized files for engraving production — preparing source material for accurate, repeatable output across CNC and laser systems
- Maintained a 2.8-day average response time across territory, resolving customer problems promptly and professionally
- Remotely resolved over 50% of dispatched calls, significantly reducing travel costs and customer downtime
- Conducted pre-sales engineering visits with sales team to assess customer needs and specify appropriate equipment and custom fixtures — evaluating vendor offerings and recommending solutions based on operational fit and cost
- Delivered hands-on customer training at client sites, walking users step-by-step through equipment and processes to ensure operational proficiency post-installation
- Independently arranged all travel logistics including flights, car rentals, and hotel accommodations across multi-state territory
- Represented the company at industry tradeshows providing equipment demonstrations and sales support

MILITARY SERVICE

Medical Materiel Specialist / EMT-A & ER Technician

1979 – 1983

United States Air Force | Shepard AFB TX, KI Sawyer AFB MI

- Performed MEMO-equivalent collateral duties (~1 year) — tracked durable medical equipment (3+ year life, \$3,000+ value), coordinated with BMETs for maintenance scheduling, conducted non-technical equipment inspections, and developed procurement justifications for equipment acquisition
- Managed medical warehouse operations including receipt, storage, issuance, and expiration/quality inspection of drugs, dressings, instruments, and supplies
- Issued and tracked extreme cold weather individual equipment for hospital squadron personnel — maintaining accurate records through the full equipment lifecycle
- Interfaced with non-medical base organizations to supply, inspect, refresh, and repack first aid kits, survival kits, and medical consumables — coordinating cross-functionally to maintain inventory accuracy and readiness
- Supervised linen warehouse and outside laundry service contract, tracking inventory through full cleaning cycle
- Managed controlled access to a medical warehouse on a nuclear installation — operating within a high-security environment with strict physical access protocols, accountability requirements, and audit procedures for controlled substances and medical supplies (environmental familiarity; predates HID/RFID technology)
- Provided emergency medical care as EMT-A at a USAF base hospital, responding to the full spectrum of medical and trauma emergencies across both ambulance and ER settings
- Performed patient assessment, stabilization, and transport under time-critical conditions, collaborating closely with ER physicians for seamless continuity of care
- Maintained national EMT registry certification through active ER and ambulance service alongside primary materiel duties

Honorably Discharged, May 1983

CERTIFICATIONS & TRAINING

- New Hermes/Gravograph Factory Service Training
- Universal Laser Systems Service Training
- Light Machines Corporation Factory Service Training
- Completed internal ITAR and Export Control training
- Anthropic Claude AI Certification — In Progress
- EMT-A — Formerly certified, national registry

EDUCATION

Electronic Technician Certificate | DeVry Institute of Technology

Business Studies | Illinois Valley Community College

Engineering Studies | Illinois Valley Community College

Medical Materiel Management | USAF School of Health Care Sciences

VOLUNTEER & COMMUNITY INVOLVEMENT

Sound Technician

1997 – Present

Self-Employed | St. Louis, MO area

- Led worship sound team of 7 volunteers for church, coordinating setup, training, and live mixing
- Set up and operated sound reinforcement systems for live concerts and dance venues across the St. Louis region
- Performed sound checks, troubleshoot room acoustics, and resolved equipment issues under live event conditions
- Produced board recordings for musicians at live performances

Venues include: The Focal Point, St. Louis Scottish Games, Missouri River Irish Festival, Mardi Gras in May Cajun Festival, Kimmswick Dance and Music Festival, Meet Me in St. Louis Dance and Music Festival, Blues Butts and Nuts Music Festival, Cumberland Dance Week, Childgrove Country Dancers, Albion Pork Day, and Tartan Days

Treasurer

2001 – 2012

Nonprofit Organization | St. Louis, MO

- Served as Treasurer for a 501(c) nonprofit corporation, maintaining full financial books and records
- Processed vendor payments, prepared financial statements, and filed 990 and 1099 tax forms annually