JULIAN MERCER

DESKTOP SUPPORT TECHNICIAN

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PROFESSIONAL SUMMARY

Desktop Support Technician with 7+ years supporting 2,500-plus endpoints in a large hospital system, advancing from entry-level technician to senior field lead. Manages imaging, patching, hardware refreshes, and on-site incident response. Reduces repeat tickets through standard builds and clear documentation.

PROFESSIONAL EXPERIENCE

Senior Desktop Support Technician Mar 2023 - Present
Cleveland Clinic, Cleveland, OH

- Lead a field team of five technicians covering three buildings and about 2,500 workstations, assigning daily work orders by urgency.
- Ran a Windows 11 migration for 900 devices, finishing two weeks early with fewer than 2% needing a second visit.
- Rebuilt the standard clinical workstation image in Microsoft Endpoint Configuration Manager, shortening deployment from 90 to 40 minutes.
- Respond to priority incidents in operating rooms and emergency areas, restoring service within the 30-minute target in most cases.
- Maintain the asset database and reconcile it quarterly, bringing record accuracy above 98%.
- Write runbooks for badge reader, label printer, and thin-client issues that trained new technicians in a few days.
- Partner with the security team to push monthly patches and track compliance by building.

Desktop Support Technician II Feb 2021 - Feb 2023

- Resolved 25 to 30 on-site tickets a week, including hardware faults, application errors, and profile corruption.
- Replaced aging PCs in a 400-device refresh, coordinating downtime windows with nurse managers to avoid disruption on units.
- Set up mobile workstations and tablets for a new outpatient clinic, ready on opening day.
- Cut repeat printer tickets by about 30% after standardizing driver packages across the floor.
- Mentor two Tier 1 technicians on escalation etiquette and badge-access troubleshooting, and review their closed tickets monthly.
- Deployed Zebra label printers and handheld scanners to pharmacy and lab areas, testing each workflow with staff before go-live.

Desktop Support Technician I Jun 2019 - Jan 2021

- Handled walk-up and phone escalations from the service desk, and closed tickets with clear notes for later review.
- Imaged and configured new laptops for onboarding, with accurate asset tags and software for each department.
- Supported remote work expansion in 2020 by shipping and configuring about 300 laptops with VPN and two-factor setup.

CORE SKILLS

Windows 10 and 11 deployment | Microsoft Endpoint Configuration Manager | Active Directory | Group Policy | Imaging and patching | ServiceNow | Hardware refresh projects | Printer and thin-client support | Mobile device management | Asset inventory | On-site incident response | PowerShell scripting | Technical documentation

EDUCATION

Associate of Applied Science in Information Technology, Cuyahoga Community College, Cleveland, OH

CERTIFICATIONS

CompTIA A+ | Microsoft 365 Certified: Endpoint Administrator Associate | ITIL 4 Foundation