

October 2020

Technology & Systems Analyst

Mark E. Couch

University of South Florida, mcouch@usf.edu

Follow this and additional works at: https://digitalcommons.usf.edu/usf_lda_cv

Scholar Commons Citation

Couch, Mark E., "Technology & Systems Analyst" (2020). *Faculty and Admin*. 44.
https://digitalcommons.usf.edu/usf_lda_cv/44

This CV is brought to you for free and open access by the USF Libraries Data and Assessment at Digital Commons @ University of South Florida. It has been accepted for inclusion in Faculty and Admin by an authorized administrator of Digital Commons @ University of South Florida. For more information, please contact digitalcommons@usf.edu.

Mark E. Couch

Phone: 727-873-4766 Email: mcouch@usf.edu

Employment History

Systems Analyst

University of South Florida St. Petersburg Poynter Library

September 2014-Present

St. Petersburg, Florida

This is a professional information technology position working in tandem with the Head of Library Systems providing faculty, staff, students and library computer labs with support services for both server and network hardware/software. Additional duties include creating training manuals and documentation while performing best practices minimizing down/repair times along with performing continual evaluation of new technology/services/tools in order to enhance the learning experience for students, staff and faculty at USFSP. IT support services also provided to the OLITS instructional design group located in the USFSP library.

Network Administrator

CoCentrix Inc. (formerly Unicare Systems Inc.)

August 2006-July 2013

Sarasota, Florida

This position is responsible for the installation, continual maintenance and training of the company's entire internal IT infrastructure along with supporting our nation-wide customers using Unicare/Cocentrix's proprietary EHR/EMR software requiring 24/7 monitoring with a rotating on-call schedule. Unicare/Cocentrix is an all Dell shop utilizing their EqualLogic SAN solution using Windows Hyper-V hosts with virtual servers running Windows OS 2k-12, Exchange 2000-13, and SQL 2000-12. Duties also included: Disaster recovery configuration/testing, continual upgrades and configuration of company switches/firewalls/routers/workstations/wireless access points, along with creating the requisite documentation needed for proper IT support.

Information Technology Coordinator, Sarasota Regional Campus

Florida State University College of Medicine

June 2005-July 2006

Sarasota, Florida

This position is a hybrid of several jobs in one that's designed to provide the regional campus with the functions of LAN administrator, helpdesk technician, database creator / administrator, informatics support specialist and multimedia creation / distribution specialist combined into a single position. This position works with staff, students and faculty on site and off to ensuring daily operational efficiency within FSU's College of Medicine technological spectrum.

Coordinator of Computer Applications

Florida State University College of Medicine

July 2004-May 2005

Tallahassee, Florida

This is a supervisor position managing the College of Medicine's IT helpdesk. Primary duties include: scheduling/overseeing/testing the installation, maintenance, and continual upgrade of hardware and software pertaining not only to the College of Medicine's local LAN/Wireless LAN, but also all regional campus sites located in Tallahassee, Pensacola, Orlando and Sarasota Florida. Adherence to strict deadlines for implementation of new technologies (server hardware and software) and meeting end-user service goals. Provide optimal support for the campus computer network.

Senior Computer Support Specialist

September 2001-June 2004

This is a senior level position working as IT helpdesk support levels 1, 2 and 3. Shared duties of maintaining and supporting a 500+ user network running Windows 2K based servers. Oversee the timely delivery\upgrading of computer hardware\software on a routine basis. Required to troubleshoot and resolve hardware and software problems for end users with high level of customer service.

Computer Support Analyst

Florida Board of Regents (now the Florida Board of Governors)

June 2000-August 2001

Tallahassee, Florida

IT Helpdesk position working as support levels 1, 2 and 3 on a 200+ user network running both Novell and NT based servers with Windows 98 clients. Primary duties were the timely delivery\upgrading of computer hardware\software on a routine basis. Required to troubleshoot and resolve hardware and software problems for end users with a high level of customer service.

Certifications and Training

Microsoft Certified Systems Engineer ID#1696464

Education

University of South Florida
Bachelor of General Studies with Business Concentration