

# Mason Farber

Senior IT Support Specialist

Beaverton OR 97003  
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## EXPERIENCE

### Senior IT Support Specialist- Creighton University

July 2019 - Present

- Provides technical solutions to faculty, staff and students for all aspects of PC/Mac/LAN support and configuration within a wide variety of end user environments
- Able to work independently inside complex Windows and Apple environments. All work and results are documented within the ticketing system.
- Oversees and advises junior and student employees, providing mentorship, institutional knowledge, and guidance.

### Client Support Analyst - Creighton University

November 2016 - July 2019

- Reviews, analyzes, and evaluates information technology systems operations.
- Works directly with customers to provide services and help resolve computing problems.
- Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones and other computer and telecommunications equipment.

### IT Contractor - Creighton University

May 2016 - November 2016

- Coordinated with Canon Team to resolve complex issues and troubleshoot printer installs and configurations across campus

### SDSU Office of Information Technology, Brookings, SD — Support Technician

February 2014 - May 2016

## EDUCATION

### South Dakota State University, Brookings, SD — B.S. Journalism

- May 2016

## ABOUT ME

- I enjoy hiking, backpacking, running, mountain biking, photography, video games, and good cups of coffee.