JAKOB DEGAZIO

IT Professional | System Administration & Endpoint Management

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SUMMARY

Detail-oriented and proactive IT professional with strong problem-solving and communication skills. Experienced working in education environments, managing complex systems and supporting both technical teams and end users. Adaptable and collaborative, thriving in fast-paced environments with a commitment to continuous learning and effective technology solutions.

EXPERIENCE

Information Technology Services (Various Positions)

Niagara College   📅 2018 - Present   📍 Welland, ON

Managed and supported endpoint platforms using SCCM and Intune, automated imaging and patching processes, and provided escalated technical support for staff and students. Collaborated with software vendors to resolve hardware and software issues.

- Led the initial implementation and ongoing administration of Microsoft Endpoint Configuration Manager (SCCM).
- Created and maintained SCCM task sequences incorporating custom packages and PowerShell scripts to streamline operating system deployment and post-install configuration.
- Packaged, tested and deployed applications using SCCM, Intune, and AppsAnywhere.
- Created MDM profiles for iOS and Android devices within Intune, ensuring secure and consistent mobile device configuration and compliance.
- Established an automated patch management workflow for frozen lab environments using SCCM and PatchMyPC, reducing manual intervention and improving security.
- Administered endpoints through Active Directory, Azure AD, and Group Policy Management.
- Created support models, technical procedure documents and troubleshooting steps for both IT staff and end users.
- Managed end-to-end setup and support of licensing servers, resolving issues to maintain software availability for students.
- Recruited, oversaw, and mentored co-op student technicians.
- Contributed to change management meetings and prepared Requests for Change (RFCs) to support controlled IT updates.
- Maintained print servers and Papercut MF environment, supporting print accounting and usage tracking

RELEVANT CERTIFICATIONS

ITIL V4 Foundation

Microsoft Technology Associate Networking Fundamentals

Microsoft Technology Associate Windows Operating Systems

Microsoft Intune Fundamentals

AppsAnywhere Associate

STRENGTHS

🚩 **SCCM & Intune Expertise**
Led deployment, packaging, patching, and compliance policies using SCCM and Intune in complex environments.

⭐ **Automation & Process Efficiency**
Implemented patch automation and PowerShell scripting to reduce user intervention

💎 **Documentation & Cross-Team Support**
Created support documentation and contributed to change management processes and IT coordination.

SKILLS

PowerShell   Active Directory

Group Policy   Intune   SCCM

DNS   Hardware (Routers/Switches)

Microsoft Office 365   Batch Scripting

VBS/VBA   Windows Server

Technical Support

EDUCATION

Diploma, Network and Cloud Technologies (Computer Systems Technician)

Niagara College