## Eran Bair

Top of Form

eran.bair@gmail.com  www.eranbair.com

### Job Related Skills

I have a wide variety of computers skills ranging from programming, to network design, administration, and maintenance to help desk and technical support. Excellent Team Working Skills developed through years of working on various IT teams, Excellent Verbal and written communication skills, Excellent Client Management Skills developed through years of Retail Sales and Technical Support Experiences, Great Ability to Adapt to new Technologies, Easy Going personality that works well with most personality types.

# 

# Valley Emergency Communications Center Communications Technician (System and Network Administrator) 7/05 to Present

* Design, Maintenance and Administration of a 911 emergency communications LAN/WAN network including workstations, servers (Windows, Linux and Unix IBM AIX), network equipment (Cisco 3800 Routers, Switches Catalyst 3500’s and 6509, Firewalls ASA 5500’s, VPN’s and Wireless Access Points).
* System and Network Administrator for 2 Domains including Active Directory and 28 Windows Servers including Exchange Server, File/Print Servers, and Enterprise SQL Servers.
* Installer and Administrator for HP Left-Hand Network co-located storage devices using iSCSI.
* Administrator for Spillman Computer Aided Dispatch (CAD) System hosted on 2 IBM AIX Hi-Availability
* UNIX system administrator with over 900 users including 8 Police and 8 Fire Agencies
* Administrator for FATPOT Landmark, PSI and FATPOT Media Website (Police Records Systems) with 800+ users.
* Administrator for Avaya Definity phone system (VoiP/Analog/Digital) including wiring and switch programming.
* Administrator for Intrado Viper (100% IP call delivery system for 911 calls. One of only a handful in the United States) and major contributor in concept, design, project management and installation of system.
* NICE Call Recording System Administrator
* Installer, System Administrator and trainer for Dial Logic Reverse 911 System (DCC)
* Help Desk/PC Tech for approximately 120 in house users and 120 workstations.
* Designed and built Intranet/Internet websites. Redesigned corporate website including a Content Management System and support for social media and with emphasis on creating improved 9-1-1 awareness and education as well as building a brand for the organization.\*
* Created internal Wiki for all VECC Documentation with over 10,000 pages, 8000 page views a month, Developed Wiki Training and trained more than 180 users on Wiki use, and content creation/editing.
* Installer, Administrator and Content creator for an Online Training System for 9-1-1 call takers and Police and Fire Dispatchers including course materials, documentation, video/audio content and student progress training.\*
* Concept Creator, System/UI designer and Project Manager for Automated External Defibrillator Registration application and into a Geographic Information System (GIS) database.
* Concept Creator, System/UI designer and Project Manager for VoiP registration web application and integration into a Geographic Information System (GIS) database.
* Concept Creator, System/UI designer and Project Manager for Fire Roster (Fire Station Equipment Staffing) Web Application decreasing staffing related errors by 22%

\*Denotes Projects that were Recognized and Featured as Important Training/Documentation Innovations by APCO and Classes were taught on the How To’s at APCO’s International Convention in Las Vegas in 2009

# Sundance Webmaster & IT Assistant (System and Network Administrator) 2/02-07/05

* Maintain and Administer Novell Network, Novell NDS, GroupWise 5.5 Email Server, SCO UNIX Micros Servers, Windows 2k & 2003 Servers including domain server and 98, 2k and XP Pro workstations, Micros Point of sale System, DataPlus Accounting System, Springer Miller Reservation System, Delphi Guest Services System, NAS device, web and ftp servers.
* Maintain and Administer Avaya/Definity phone system including wiring, switch programming, trouble-shooting and repair.
* Maintain and Support 100 workstations with over 150 users, including help desk and hardware/software trouble shooting, software support and recommendation, hardware repair and upgrades
* Installed and Maintain including helpdesk DSL Solution for 100 lodging rooms.
* Designed, built, marketed and maintain web presence, including dynamic content.
* Increased web traffic 3 fold, increased online sales from 4% to 12%,
* Developed and implemented Email Marketing Strategy including writing, editing and producing bi-monthly newsletter with click through rates averaging 23%.
* Member of the Sundance Marketing Board helping to further marketing and advertising ideas bringing ideas to reality.

**Webnovate (**Contract**)** 6/03-Present

* HTML Programming
* Created an online presence for small businesses with little or no web exposure
* Focused on Search Engine Optimization using compliant coding practices
* Helped small businesses create Social Media strategies and implementations.
* Focus on small business marketing

# Education

2013 Franklin Covey Policing at the Speed of Trust

2012 FEMA AWR-135 Promoting Community Cyber Security-University of Texas, San Antonio

2010 Cisco CCNA Boot Camp University of Utah Continuing Education

2007 Spillman Administration Specialist Certification (SAA)

2007-Present Guitar Lessons and Music Theory, Starchild Music Productions

2006 Bachelor of Science Information Technology University of Phoenix

1998 Microsoft Certified System Engineer + Internet (WINDOWS NT 4.0), Certified Novell Administrator, A+, Certified Technical Trainer, Mountainland Applied Technology Center (MATC)

1994 Political Science and Music, University of Utah

1988-1989, 1991-1993 Scandinavian Studies, Broadcast Production Brigham Young University

# Memberships

NENA –National Emergency Number Association

NENA –UTAH Chapter Technical Advisory Committee Chair

NENA-UTAH Webmaster

APCO- The Associations of Public-Safety Communications Officials.

Utah Spillman Users Group

Utah Avaya Users Group

ITT Technical Institute Advisory Committee