

NIKO SARDAS - IT TECHNICIAN

Lynchburg, VA

IT Support Technician with hands-on experience in enterprise environments supporting Windows, macOS, and mobile platforms. Certified in CompTIA A+, Network+, and Security+. Brings a prior background in audio engineering and web development with a strong technical foundation and attention to detail.

IT Support Technician I, Liberty University — Lynchburg, VA — Jun 2024—Present

- Provide in-person and remote support for faculty, staff, and students on Liberty-owned and personal Windows, macOS, and iOS devices
- Resolve ~30 ServiceNow tickets weekly, including walk-ins, hardware/software repair, printer access, and classroom A/V support
- Manage full device lifecycle: imaging, labeling, asset tracking, returns, and unboxing
- Administer Microsoft 365 accounts and devices via Intune, Jamf, Entra ID, and Active Directory; handle account setup, password resets, MFA issues, and policy enforcement
- Configure network access, activate VPN connections, and troubleshoot cross-platform connectivity issues
- Document support actions in ServiceNow with accuracy and meet internal SLA targets

IT Field Technician, Core Technologies — Jan 2023—Feb 2024

- Deployed and migrated 500+ Windows systems for federal clients during multi-site refresh projects
- Performed imaging, data transfer, hardware replacements, and verified domain joins and GPO compliance
- Maintained asset tracking, coordinated with disposal vendors, and ensured adherence to federal security protocols
- Provided on-site support during transitions and collaborated with users and project leads across deployment phases

EDUCATION

Full-Stack Web Development Bootcamp — CareerFoundry — (Online, 2022)

Associate Degree in Audio Engineering — Sapir College, Israel — (2008)

TECH SKILLS

Windows, macOS, iOS, Intune, Jamf, Entra ID, Active Directory, Microsoft 365, ServiceNow, Cherwell, VPN