

Jacob Grogan

IT Support Professional | Systems Analyst

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IT support professional with 10+ years of experience spanning help desk, systems administration, and customer-facing technical support. Currently the designated go-to technician for C-suite IT support at Discovery Life Sciences, with multiple internal awards for performance and service excellence. Hands-on experience with Active Directory/AzureAD administration, Intune-based software deployment, and automated patch management.

EXPERIENCE

Senior Technology Support Specialist | Discovery Life Sciences

02/2022 – Present

Promoted to Senior Technology Support Specialist after one month (03/2022)

- Designated go-to technician for white-glove IT support for all C-suite executives, delivering priority resolution and a best-in-class service experience
- Recipient of multiple Discovery Above & Beyond awards, recognizing outstanding performance and customer support excellence
- Implemented Bartender label printing system (Seagull Scientific), configuring and managing 100+ label types across the organization
- Deployed in-house developed software organization-wide via Microsoft Intune, streamlining software distribution company-wide
- Implemented PatchMyPC for automated software upgrades and patch management, reducing manual maintenance across the environment
- Administer AzureAD and on-premise Active Directory accounts and permissions
- Manage full new hire IT onboarding lifecycle — equipment setup, account provisioning, and orientation
- Process and resolve internal support tickets via the ServiceDesk ticketing system; maintain IT asset tracking and documentation
- Supported physical relocation of the company to a new facility, coordinating equipment setup to stay on schedule
- Troubleshoot Leica Biosystems lab equipment for on-site laboratory technicians

Computer Systems Analyst | Visual Solutions, Inc.

12/2014 – 01/2022

- Provided IT support to non-technical clientele, installing software and resolving hardware and software issues
- Evaluated and responded to sales leads and requests for technical support
- Performed research to resolve complex customer concerns and activated accounts for new service clients
- Conducted client follow-up to ensure lasting customer satisfaction

Intranet Content Manager | American Family Care

05/2014 – 11/2014

- Led redesign of the new employee intranet site using Joomla CMS
- Entered and organized content for the redesigned intranet platform

EDUCATION

Bachelor of Science – Computer Science | The University of Alabama | December 2015

Coursework: Operating Systems, Algorithms, Programming Languages, Network Security, Computer Science & Engineering

SKILLS

Systems & Identity Management: AzureAD & Active Directory administration, Windows 10/11 environment support, PC and Mac systems

Deployment & Patch Management: Microsoft Intune (MDM & software deployment), PatchMyPC

Networking: TCP/IP, LAN/WAN/WLAN, HTML, HTTP, IP protocols

IT Operations: ServiceDesk ticketing, IT asset management, new hire onboarding & orientation

Specialized Tools: Bartender (Seagull Scientific) label design & printing

Core Strengths: Customer service & client relations, analytical problem-solving, cross-functional collaboration