

Karter Becker

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SUMMARY

IT Support Specialist with three years of hands on **service desk** and studio technology experience supporting creative and technical users across managed macOS and Windows environments. Provides **Tier 1 support** through chat, ticketing, and walk up channels, owning requests through resolution or documented escalation. Administers Okta, **Google Workspace**, Slack, Atlassian, Jamf, SSO, MFA, SCIM, group entitlements, and least privilege access. Provisions laptops, supports onboarding and offboarding, maintains asset records, and troubleshoots VPN, **Wi Fi**, DNS, DHCP, printers, software, and peripherals. Supports Perforce, Unity, Xcode, shared test devices, platform accounts, Zoom Rooms, AV, and live events. Clear documentation, thoughtful prioritization, and practical Bash and PowerShell automation help reduce repeat issues and improve user confidence.

EXPERIENCE

IT Support Specialist, Studio Technology Support October 2024 - Present
Pixel Harbor Media *Burbank, CA*

Owns front line studio technology support for approximately 180 creative and technical users across managed macOS and Windows endpoints. Administers identity, SaaS access, endpoint provisioning, developer workflows, asset records, meeting room technology, and escalation documentation.

- Supported approximately 180 creative users across managed **macOS** and **Windows** endpoints through Tier 1 intake.
- Administered Okta, Google Workspace, Slack, and Atlassian with MFA, SSO, SCIM, and least privilege reviews.
- Provisioned Jamf laptops with application bundles, VPN validation, and **identity** checks for complete day one setups.
- Diagnosed Wi Fi, DNS, DHCP, VPN, printer, peripheral, and application issues with documented escalation evidence.
- Supported Perforce, Unity, **Xcode provisioning**, shared test devices, and platform store access for development teams.
- Maintained hardware and license records, coordinated **device returns**, supported **Zoom Rooms**, and published self service articles

Technical Support Technician, Creative Technology Lab September 2023 - September 2024
University Creative Technology Lab *Long Beach, CA*

Delivered supervised technology support for computer labs and digital media classrooms serving more than 120 student and faculty users. Prepared managed workstations, maintained shared devices, supported classroom AV, documented resolutions, and created practical user guidance.

- Delivered supervised support for computer labs serving more than 120 student and faculty users.
- Prepared managed **Windows** and macOS **workstations**, installed approved software, and verified account access.
- Resolved connectivity, printing, account, and software issues with documented outcomes and **escalation** details.
- Maintained shared device inventories and checkout records, reconciled returns, and flagged damaged assets.
- Supported **Zoom** enabled rooms and presentation events by validating displays, audio, and conferencing hardware.
- Created setup guides for **VPN** access, password recovery, printing, and common classroom applications

PROJECTS

Studio Endpoint Provisioning 📅 2025
Created a repeatable Jamf provisioning workflow for laptops, application bundles, VPN validation, identity checks, and day one readiness. Improved consistency across creative and technical workstation setups.

Developer Access Support 📅 2024
Supported Perforce, Unity, Xcode provisioning, shared test devices, and platform accounts through documented troubleshooting and escalation practices. Helped development users return quickly to productive work.

LEADERSHIP & AWARDS

- Recognized by studio users for clear guidance during urgent endpoint and access issues.
- Selected as a trusted resource for accurate asset records, room readiness, and practical support documentation.
- Received positive team feedback for calm escalation judgment during recurring connectivity and software problems.

EDUCATION

Bachelor's Degree in Information Systems 2023
California State University, Long Beach GPA: 3.7 *Long Beach, CA*
Coursework: Systems Administration, Network Fundamentals, Database Management, Information Security

CERTIFICATIONS

- Google IT Support Professional Certificate 📅 2023
- Microsoft Learn, Windows Client Fundamentals 📅 2024
- Jamf 100 Course 📅 2025

TECHNICAL SKILLS

- **Identity and Access:** Okta, SSO, MFA, SCIM
- **SaaS Administration:** Google Workspace, Slack, Atlassian
- **Endpoint Management:** Jamf, MDM, macOS
- **Windows Support:** Windows, PowerShell, Microsoft 365
- **Network Troubleshooting:** VPN, Wi Fi, DNS, DHCP
- **Developer Platforms:** Perforce, Unity, Xcode
- **Platform Accounts:** App Store Connect, Google Play Console, Steamworks
- **Automation Scripting:** Bash, PowerShell, Python
- **Service Management:** Ticketing systems, escalation, knowledge articles
- **Hardware and Assets:** IT Asset Management, printers, peripherals
- **Collaboration Tools:** Zoom, Zoom Rooms, Slack
- **Audio Visual Support:** Studio AV, live events, room controls

SKILLS

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|------------------|--------------------|--------|---------|
| • Tier 1 Support | • Okta | • SSO | • Wi Fi |
| • macOS | • Google Workspace | • MFA | • DNS |
| • Windows | • Slack | • SCIM | • DHCP |
| • MDM | • Atlassian | • VPN | |

PROFESSIONAL AFFILIATIONS

- Information technology support community participant, sharing practical endpoint and service desk knowledge.
- Creative technology lab contributor, supporting accessible learning spaces and reliable classroom technology.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST