

# Steve Higgs

Web Developer, PC & Mac Specialist

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## Technical Skills

### Operating Systems

- Mac OS X  
10.3 through 10.12
- Microsoft Windows  
Win 3.1 through Windows 10
- iOS  
iPhone, iPad, iPod, Apple TV
- Linux  
Slackware, Fedora & Ubuntu
- FreeBSD  
FreeNAS and PFSense

### Programming & Markup Languages

- HTML5 / XHTML / XML
- CSS3
- PHP
- JavaScript / jQuery / JSON
- Flash ActionScript
- SQL
- MS Visual Basic

### Applications

- Adobe Photoshop
- Apple FinalCut Pro & Motion
- Apple iWork  
Pages, Numbers, Keynote
- Microsoft Office  
Word and PowerPoint
- Various web server software  
Apache, MySQL, PHP, FTP
- Various 3D Design software  
Sketchup, 3DS Max

### Other Technical Skills

- High level of experience in conducting professional presentations for large and small audiences of technical and non-technical backgrounds.
- Expertise in troubleshooting, installing and removing computer hardware components.
- Administration of "LAMP" web servers (Linux, Apache, MySQL, and PHP), public and secure wireless networks between Windows, Linux, and Mac computers as well as custom built routers, firewalls and network file servers.

## Experience

### Multimedia Audio Visual Technician at Fleming College

Initial point of contact for all students, staff and faculty for operation, troubleshooting, and one-on-one training of multimedia/audio-visual educational technology. Duties include immediate response to multimedia incidents in classrooms as well as implementation and maintenance of all new and current multimedia equipment. Other duties include troubleshooting and resolving issues regarding staff workstations, network printing, wireless access and user accounts.

2014  
- Present

### Residence Systems Administrator at Fleming College

Lead position responsible for providing front-line IT customer service for all residents as well as systems administration of the StarRez database software. Duties include the analysis of and resolution to problems impacting VoIP phone, internet services, security camera systems, and StarRez software. Also frequently collaborating with end-users, IT staff, vendor representatives and college leaders to facilitate systems upgrades, produce end-user training materials, and procedural documentation for systems used throughout Fleming College.

2012  
- 2014

### Infrastructure Support Technician (contract) at Fleming College

Duties included supporting the IT Infrastructure Technologist & Network Support Analysts in rolling out project hardware and resolving technical issues for Fleming College users. Also regularly assisted with hardware, software, and network connection troubleshooting.

2012

### Teacher at Fleming College

Teacher of the Multimedia Web Development I, II, Graphics Theory II, Database Fundamentals, and Current Internet Technologies courses at Fleming College. Duties included preparing and delivering lectures and assignments covering basic and advanced techniques using Adobe Flash, Photoshop, SQL Databases, and programming in PHP and Javascript.

2008  
- 2012

### Teacher at Beacon Communications Training Centre

Duties included introducing students of varying age and experience to the basics of computer use and standard applications such as Microsoft Word, Excel, PowerPoint as well as file system structures and navigating the Web.

2006

## Education and Certifications

### Sir Sandford Fleming College

- Web Developer - 2 year diploma - 2006

### Apple Inc.

- Certified Support Professional (ACSP) 10.10

### Extron Electronics

- Extron Certified Control Specialist (ECS)