

ANDREW "ERMIR" GARTNER

Senior IT Support Administrator | Okta • Jira Service Management • Active Directory • Jamf MDM

Marengo, Ohio • [linkedin.com/in/gartnerandrew](https://www.linkedin.com/in/gartnerandrew) • Contact via gartners.org

SUMMARY

Senior IT support administrator with 15+ years of experience across government, nonprofit, and energy-sector organizations. Most recently supported 3,000+ employees across multiple states, specializing in Okta identity administration and Jira Service Management. Earlier work spans Active Directory, Jamf MDM, ServiceNow Tier 2–3 support, device lifecycle, and training.

CORE SKILLS

Identity & Access: Okta, Active Directory, provisioning, authentication support, access troubleshooting

Service Management: Jira Service Management, ServiceNow, Tier 2–3 escalation support

Endpoint & Device Management: Jamf MDM, ManageEngine Endpoint Central, Windows & macOS, device lifecycle

Support & Leadership: end-user training, mentoring, security partnership with systems administrators

PROFESSIONAL EXPERIENCE

Senior Support Administrator | IGS Energy • Dublin, OH

May 2026 – Sep 2026

- Provided senior-level IT support for a multi-state retail energy company serving 3,000+ employees.
- Administered Okta identity and access, including user provisioning, authentication support, and access troubleshooting.
- Helped enforce Okta identity verification on every service desk call, using text-message confirmation to known phone numbers on file, to reduce fraudulent requests.
- Ran intake, triage, and resolution as the primary service desk in Jira Service Management.
- Supported distributed staff across multiple states.

Senior IT Service Desk Administrator | School Employees Retirement System of Ohio • Columbus, OH

Mar 2024 – May 2026

- Provided Tier 2–3 enterprise technical support for 150+ users through ServiceNow.
- Resolved complex hardware, software, network, and endpoint incidents while maintaining SLA targets.
- Administered Active Directory, including user provisioning, group permissions, and workstation management.
- Led device lifecycle work, including the FY25 replacement of 50+ laptops (with end-user training), and helped create a streamlined build process that cut a full laptop build from about 5 hours to about 2.
- Partnered with systems administrators on organization-wide security initiatives.
- Developed knowledge documentation and user guidance to improve service desk efficiency.

Technical Support Specialist (II) | The Christian and Missionary Alliance • Reynoldsburg, OH

Jun 2021 – Mar 2024

- Provided Tier 2–3 help desk support across multiple office locations.
- Administered Active Directory accounts, group permissions, and access controls.
- Designed and implemented Jamf MDM from the ground up to manage 90 Apple devices, including a company self-service app store, macOS updates, patching, configuration profiles, and security configurations.
- Trained end users and partnered with systems administrators on security protocols.

Technical Manager (Self-Employed) | MidWest Technical Associates • Powell, OH

Aug 2011 – Jun 2021

- Directed hardware and software repair and IT operations for business clients; supervised and mentored student interns.
- Led IT upgrades for Liberty Township's office of about 20 staff after earlier managed-service arrangements fell short: deployed a VPN for hybrid work, assumed server administration, and migrated Office 2012 to Office 2019 with streaming solutions.
- Implemented technology changes that streamlined client operations and trained clients on systems and software.

CERTIFICATIONS

- ManageEngine UEMS Associate, Security Edition — Jun 2025
- ManageEngine Endpoint Central UEM Associate — Jun 2025
- ManageEngine UEMS Workshop 2025 — Jun 2025
- CompTIA A+ ce — Apr 2025 (expires Apr 2028)
- Jamf Associate Certification, Jamf 100 — Jan 2023

EDUCATION

B.S., Business Information Technology Management | Western Governors University

2016 – 2021

COMMUNITY & ADDITIONAL

- Appointed Member, Marengo Village Council (Ohio) — 4-year term Jan 2026 – Jan 2030
- Appointed Voting Location Manager, Delaware County Board of Elections 2018 – 2021
- Production Director, Rock City Church — livestream and campus technology 2017 – 2019

Certificate verification: [Credly \(CompTIA A+ ce\)](#) • [ManageEngine UEMS certificate validation](#)