Joshua Wilson
1001 Leadership Place
Killeen, Texas 76549
Joshua.Wilson@tamuct.edu

Education

- Texas A&M University – Central Texas: Master of Science in Information Systems; Graduated May 15, 2018
- Texas A&M University – Central Texas: Bachelor of Science in Computer Information Systems; Graduated August 13, 2016
- Central Texas College: Associate of Science in Information Technology, IT Desktop Support Certificate, Network Specialist Certificate; Graduated December 2013

Certifications

- Google Analytics Individual Qualification, Received June 2018.
- Google AdWords Mobile Certification, Received June 2018.
- Computer Helpdesk Specialist Certificate, Received August 2013.
- Network Specialist Certificate, Received August 2013.

Experience

Painting with a Twist: 2020 – Present
- Owning Member of Harker Heights location
    - Plan and set up local network
    - Maintain all computers and equipment
    - Created and manage online inventory system
    - Consult with corporate IT team to improve backend information systems
    - Coordinate advertising efforts
    - Make decisions on purchasing
    - Bookkeeping

Texas Health and Human Services: 2018-2019
- WIC Learning Management System Administrator (From 05/15/2018 – Present)
    - Super user for Adobe Captivate and other course authoring tools.
    - Collaborate with SMEs to create effective online learning solutions.
    - Use Adobe Creative Suite to design appealing learning experiences.
    - Assist with instructional design process for the creation of training courses.
    - Ensure accessibility of online courses (such as ADA compliance).
    - Establish rules and procedures for WIC's Adobe Connect system.
    - Use of Drupal CMS for website management.
    - Use of Grassblade and Google Analytics for creating user reports.

NERDpillo: 2012-Present
- Co-Owner/IT Operations (From 01/01/2012 through Present)
  - Use of online selling platforms (such as Etsy) to host products for sale.
  - Developed business website.

  - Build custom computers for graphic design purposes.
  - Build an office network for business purposes and verify the network's security.
  - Installation of large printers, fabric printers, digital cutting machines, 3D printers, and other hardware for business needs.
  - Setup of remote NAS with RAID 1 for secure back-ups and disaster recovery options.
  - Developed database for inventory tracking using MySQL.
  - Use of SQL queries, views, update, insert, and delete functions to manage inventory system.
  - Connected inventory system to different sites using APIs.

Central Texas College: 2011-2018
- Technology Support Specialist (From 06/01/2017 through 05/14/2018)
  - Monitor and compare different LMS (Blackboard, Canvas, etc.).
  - Assist in troubleshooting with database build errors from daily file builds.
  - Determine new technologies for Distance Education department.
  - Plus, continue previous duties as Instructional Systems Technologist:
- Instructional Systems Technologist (From 11/05/2015 through 05/31/2017)
  - Tier II technical support for Central Texas College's Blackboard system.
  - Assist with software imaging and deployment.
  - Provide support for students and faculty with BioSig technical issues.
  - Provide Blackboard training to faculty and staff.
  - Run daily jobs to build SIS files from Ellucian Colleague.
  - Trained to work with Postgres for troubleshooting daily build problems.
  - Supervise the performance of Tier I Blackboard LMS support technicians.
- Course Support Specialist (From 02/12/2014 through 11/05/2015)
  - Manage initial content of courses within Blackboard LMS for instructors.
  - Aid instructors with difficulties related to their courses within the Blackboard LMS.
  - Use of Aqua Data Studio to check for new courses added to database.
  - Manage IT purchases for Distance Education department.
- Clerk III (From 07/05/2011 through 02/12/2014)
  - Prepare graphics using Adobe Creative Suite.
  - Take initial steps in preparing content for uploading to Moodle LMS.
  - Daily use of Microsoft Office Suite and Adobe Creative Suite.
  - Proof-read course content for errors and make corrections when necessary.
  - Organize course content, fix assignments, fix links, and ensure compliance/accessibility with accessibility.

Teaching Experience

Temple College
Assistant Professor of Computer Information Systems (2019 – 2020)
Department Chair/Assistant Professor of Computer Information Systems (2020 – Present)

Texas A&M University Central Texas
Adjunct Faculty (2018 – Present)

Courses Taught

Texas A&M – Central Texas
CIS 4350 – Management Information Systems

Temple College
ITSC1301/COSC 1301 – Introduction to Computers
BCIS 1305/ITSC 1309 – Business Computer Applications
COSC 1336/ ITSE 1307 – Programming Fundamentals I/Introduction to C++ Programming
COSC 1337/ ITSE 2321 – Programming Fundamentals II/Object Oriented Programming
COSC 2336/ ITSE 2345 – Programming Fundamentals III/Data Structures
CPMT 1311 – Introduction to Computer Maintenance
ITSC 1325 – Personal Computer Hardware