Scott "Scooter" Kohler

Certified IT Professional

📞 575-312-4864   🌐 linkedin.com/in/scott-scooter-kohler

✉️ skohler16@gmail.com   📍 Phoenix, AZ 85014

Professional Summary

Certified IT professional with experience in computer systems, technical support, mobile device management, and network troubleshooting. Proven ability to support large-scale hardware deployments and software configurations within educational environments, with hands-on expertise in iOS ecosystems, Jamf Pro, and modern web fundamentals including HTML5 and Bootstrap.

Professional Experience

Technician II
Alhambra Elementary School District
March 2025 – Present

- Provide Tier II technical support for computers, mobile devices, and network-connected systems across multiple school campuses.
- Manage and maintain large-scale deployments of iOS devices, Apple TVs, SMARTBoards, printers, and classroom technology.
- Administer and support mobile device management (MDM) using Jamf Pro to configure, secure, and monitor Apple devices.
- Troubleshoot network, hardware, and software issues to minimize downtime and maintain instructional continuity.
- Support and maintain specialized educational systems, including Zone Integration Server (ZIS), SIF agents, library databases, and child nutrition software.
- Coordinate maintenance schedules and prioritize support requests to ensure consistent system uptime.
- Promoted from Technician I to Technician II within one month based on performance and technical proficiency.

Senior Technical Advisor
Volt Workforce Solutions
October 2010 – December 2012

- Provided escalated, expert-level support for complex iOS hardware and software issues in a high-volume technical support environment..
- Created and maintained detailed troubleshooting documentation to improve resolution efficiency and support knowledge sharing across teams.
- Delivered consistent, customer-focused technical solutions while meeting performance and quality standards.

Education

Assiciate in Applied Science (A.A.S.) Computer and Information Technology   New Mexico State University | Las Cruces, NM

Skills

IT Support & Systems
- Tier II Technical Support (Hardware, Software, Network)
- End-User Support & Incident Resolution
- Device Imaging, Deployment & Lifecycle Management
- Asset Management & Documentation

Networking & Infrastructure
- Network Troubleshooting (TCP/IP, DNS, DHCP)
- Network Printers & Peripheral Devices
- Apple TV, SMARTBoards, Projectors
- Zone Integration Server (ZIS) & SIF Agents

Apple & MDM Expertise
- Jamf Pro (Device Enrollment, Configuration Profiles, Security)
- iOS & macOS Administration
- Large-Scale Apple Device Management
- Apple Ecosystem Security & Compliance

Systems & Applications
- Mobile Device Management (MDM)
- Educational & Enterprise Databases
- Library & Child Nutrition Software
- Software Configuration & User Access Management

Certification

- CompTIA A+ (Exp. 01/2029)
- CompTIA Network+ (Exp. 01/2029)
- CompTIA CIOS (Exp. 01/2029)
- Jamf Pro Certified Associate
- Google Technical Support Fundamentals