

# Edward L. Williams

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## EXPERIENCE

ISSC-Jax/FRCSE

Oct. 2011 – Current

Jacksonville, FL

System Administrator

Workload Management System (WMS)

I am a member of the WMS Development team. I am a Subject Matter Expert (SME) for WMS and QlikView the WMS Reporting Tool. My major responsibilities are: providing training and support to the Senior Management, FST Team, Sub Team Leads and Budget Financial Mangers. I provide instruction for all functions of WMS to the entire workforce. My responsibilities and accomplishments are the following.

- As System Administrator for WMS I have been instrumental in developing, maintaining and supporting all aspects of the WMS program since October 2011. I have identified numerous problem issues and which resulted in many of my suggestions being implemented.
- As WMS System Administrator I control access to the use of the secure server (SSL) for government, contractor and military user base by validating their CAC and PKI information, enabling and disabling user accounts as necessary.
- I am a Subject Matter Expert for WMS QlikView reporting tool and provide training to the entire user base.
- I take an active part in demos and weekly phone cons concerning the development of new modules within WMS, currently JDRS and PSM modules. I provide help desk support and ensure, once implemented, proper functionality within WMS.
- I was responsible for the transition of 106 teams into WMS. I provided direction and instruction to each team lead and sub team lead of the requirements needed for a smooth transition into the new system; discussing preparing Sensitive but Unclassified (SBU) Funding documents, Projects structure and purpose, Task and Assignment Creation, ensuring each team member is ready for their go live date.
- In contact with Senior Management, I have updated over 500 WMS user profiles, validating full name, employee ID, standing job order number, work schedule, permission set, shop/competency code, team assignments. All PII information is kept confidential.
- I update user's standing JONs and other Personally Identifiable Information (PII) in WMS as requested by Competency Managers, Budget Financial Mangers and Administrative Assistants. If an employee has not previously had a standing JON assigned in CONOPS, I communicate with 10.2 employee information so the JON can be initially assigned.
- I receive phone calls and emails from 4.0, 6.0H, 7.8 and 1.0 Site Leads, Competency Managers, Team Leads, Sub Team Lead, Budget Financial Managers and Basic Users (Engineers, Logisticians, Program Management, Quality Insurance Specialists) requesting assistance regarding problems with WMS. I am responsible for researching and identifying the problems that arise in WMS. Example: Team Lead trying to edit a Project, related JONs do not update on employee assignments. Budget Financial Manger adds an amendment to a funding document, document returns a message that it updated correctly but changes reverted back.
- 4.0, 6.0H, 7.8 and 1.0 Site Leads, Competency Managers, Team Lead, Budget Financial Managers and Basic Users of WMS, call me to discuss improvements and suggestions for WMS. I am responsible for researching if the improvement would be beneficial and possible. I then provide all information to Jax WMS Site Lead for final decision.
- I have a positive working relationship with various grade levels ranging from GS-5 to GS-15; I work with these various grade levels to update a personnel profile for an administrative assistant, providing instruction to an engineering or logistician on how to create a task and assignments, conducting a training class, to meeting with a Site Lead to discuss information needed for the creation of a custom report to answer a data call.

- I actively communicate with all ISSC Jax workforce WMS user base by creating and posting informative messages pertaining to WMS system functions, mass transactions, updates. This keeps the user base aware of any actions they may need to take or provide information related to function of WMS.

### **Training Classes**

- Coordinated, scheduled and conducted formal hands-on training for over 500 users of WMS in the various roles needed for each team including 4.0 and 6.0H site leads and competency managers, team leads, sub team lead, budget financial managers, and basic users.
- Instructed 25+ WMS QlikView report training classes or one-on-one sessions with 4.0 and 6.0H Site Leads and competency managers, team leads, sub team lead, and budget financial managers

### **WMS Help Guides**

- Based on customer feedback I received through training classes and phone calls; I created customized help guides. These help guides provide detailed instructions for specific functions of WMS. Using Microsoft Word, I have created 10+ help guides located on the S:\ drive, which are also used at ISSC Cherry Point and North Island. I have ensured that consistent formatting and correct grammar is utilized throughout all help guides. I have received positive feedback from team leads, sub team lead, BFM's and competency management.

## **EXPERIENCE**

### **ISSC-Jax/FRCSE**

**March 1996 - Oct. 2011**

**Jacksonville, FL**

#### **System Administrator**

#### **FRCSE Code 7.2.4**

I am experienced in determining and writing server specifications for computer programs and recommending the purchase of compatible computer hardware and software to ensure good life cycle management. I am responsible for writing statements of work and contracting for Microsoft Windows computer systems maintenance and procurement of new Microsoft Windows computer systems. I am very familiar with the policies, procedures and strategies of delivering NMCI IT services to this command. I have instituted policy concerning S&T seat administration and shared disk space within the command. I have been involved from the inception of FRCSE using a Windows network domain also the very beginning of NMCI. This has allowed me vast experience and visibility into the Navy and Navair IT/IM architecture. I set up the taxonomy of our shared drive space and designed the structure of our shared drive making the most efficient and effective use of our purchased space. I also ensure this command stays within contractual guidelines concerning network shares and shared data. I have many contacts within NMCI, such as level 3 domain administrators, capacity planning administrators at the Network Operating Center and SRM specialists, that has allowed me to get things done "behind the scenes" which has eliminated unnecessary hurdles in providing IT/IM services to our customers. Customer service is an important focal point for me. I also have many influential contacts within this command that allow me to negotiate policy decisions and put recommendations in place with minimal resistance. I am experienced in collaborating with and utilizing the various IT specialties within the IT/IM department such as database management, Windows, Linux and Unix architecture to help bring about a common goal of providing the best IT/IM solution at the most reasonable cost in the most efficient and effective manner. I commonly provide technical IT/IM guidance to management of 7.2 and other management and customers of 7.2.4.20. I often provide new solutions to issues and problems that help make 7.2.4.20 and FRCSE efficient and productive by utilizing often unused features within the IT structure such as Outlook Public Folders which I have set up for conference rooms and document workflow for various customers within FRCSE. I am also the team leader responsible for system administrator functions such as coordinating the installation and testing of Microsoft Windows operating systems and business applications on computer servers and associated hardware i.e. Microsoft Windows 2000 and 2003 Server and associated applications such as IBM WebSphere, MTP-STP, Time and Attendance, PSA, MultiJON, IPS and HMMS. I have trained and directed the work of a senior IT specialist GS-12 in managing and administering files shares within NMCI. I have trained and directed the work of another senior IT specialist GS-12 in supporting our 250+ Science & Technology computers. As the team lead in the Windows section I currently have two contractor employees working under me that I have trained. I track, schedule, direct and adjust the workload for these two employees to ensure maximum customer service coverage for our section. This also includes oversight of their finished work, scheduled leave and directing and scheduling the workload accordingly. I define and plan strategies for proposed workload and oversee all work done in this section. I hold regular meetings to ensure that everyone on this team is aware of any changes or updates in schedule or workload. I also ensure my supervisor is aware of any issues or circumstances that may be considered controversial. I am also responsible for resolving any conflicts in customer service that may arise.

I also work with other administrators in debugging software problems with NDMS applications and NDMS databases. I am responsible for developing milestones and POA&Ms for the configuration of all Windows servers at FRCSE to comply with C-2 security guidelines. STIGs, or Security Technical Implementation Guides from DISA are what I use to keep the security posture of servers current and up to date. I also assist the IAM in interpreting many security regulations and CTOs to determine their application to this command. I ensure all change requests are documented with our CCB.

I was the project manager for the NMCI wiring of the entire Depot. This entailed scheduling and coordinating all wiring contractors from multiple companies with all FRCSE NMCI POCs to ensure all network wiring and connections were properly in place and on time. I also was responsible for making sure the contract and Service Level Agreements were adhered to. This entailed scheduling, arranging and leading many meetings over several months to make sure FRCSE's interests were at the forefront.

I am responsible for designing a backup and restore plan for web servers and application servers using Symantec BackupExec software. I determine specifications, recommend computer hardware and software, assemble hardware, and install and configure software for system backup. I write procedures and instructions for computer operators, helpdesk personnel and computer assistants in doing the daily tasks of backing up computers and servers and train them as needed in these tasks. I also write procedures and instructions for the general FRCSE community which simplifies many IT/IM tasks and processes used daily throughout FRCSE.

I have developed a disaster recovery and contingency plan for FRCSE's Microsoft Windows computer system to support our COOP effort. I write configurations and specifications for purchasing computer server hardware and software. I assist computer operators and desktop support personnel in the use and troubleshooting of software and hardware when problems arise with applications or connectivity of desktop computers.

I am responsible for developing a plan to track the performance, capacity, and life cycle management of hardware and software and upgrading as required to make sure we are current with DADMS and all licensing of software is in order and up-to-date. I work closely with database administrators using both Oracle and Microsoft SQL. I have experience in reading and interpreting legislation and legal guidelines passed down from the Department of Justice as it pertains to IT policy in place and making the appropriate adjustments when necessary. I am familiar with Compaq, Dell, and HP servers and peripherals, both single and multiple processor servers using RAID arrays. I have assisted ADP security and Command Evaluation with investigating unauthorized network access and misuse of computer systems by researching security log files and using e-mail tracking. I hold a top-secret AIT1 security clearance.

I am a member of the FRC Single Site Team for FRCSE. As a member of this team I make decisions concerning the installation and use of NDMS applications at FRCSE. This team is setting up a common architecture and base format for our NDMS applications. I work with team members from various fields within the NDMS community of all three FRC sites such as IT Security, database administrators, Unix administrators, system architects and configuration management. This team also works closely with the NDMS user community in establishing a common NDMS architecture. I am responsible for setting up the Windows servers and loading the NDMS applications such as MPT-STP, Project IDX, Time and Attendance, PSA, Project IDX and the other above listed applications for testing and use of all three FRC depots. As a technical representative I advise and guide the functional part of the team on technical issues with parts of the NDMS suite of applications as it will link to the MRPII database.

### **PROFESSIONAL TRAINING**

Supporting Windows NT, 40hrs, 09-96; Inside Windows, 8hrs, 10-96; Windows NT Workstation, 8hrs, 05-97; Windows NT Administration, 24hrs, 06-97; Installing and configuring Microsoft SMS, 8hrs, 05-98; Installing and configuring Microsoft Exchange, 8hrs, 06-98; Networking with Microsoft TCPIP, 8hrs, 08-98; Microsoft Exchange Server administration, 34hrs, 08-99; Microsoft Windows 2000, 40hrs, 06-00; Citrix Metaframe Administration, 24hrs, 0801; Networking, 32hrs, 09-02.

### **PROFESSIONAL LICENSES/CERTIFICATES**

Operational Information Systems Security Certified, 06-00; COMP-TIA Security Plus 02-10; COMP-TIA Server Plus 05-11.

### **PROFESSIONAL RATINGS, AWARDS, AND RECOGNITIONS**

Individual Cash Award 06-02, 06-01, 06-01; Special Act Award 09-99, 04-99, 12-97, 12-96; Award 12-97, QSI.