

Jebidiah Rach

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- Education**
- Bachelor of Arts** December 2012
Northwestern College, Orange City, IA Overall GPA 3.70/4.0
Major: Computer Information Systems
Minor: Political Science
- Peale Scholar
 - Collegiate Scholar two semesters
- Associate of Science** May 2010
Alexandria Technical College, Alexandria, MN Overall GPA 3.85/4.0
Major: Computer Information Systems
- National Champion (BPA): Computer Network Technology
 - National Finalist (BPA): Computer Security, PC Servicing & Troubleshooting
- Experience**
- Technical Specialist** February 2013 – Present
Arvig, Sauk Centre, MN
- ◆ Support residential and small business internet and IPTV (Mediaroom) customers on DSL, cable, fiber, fixed wireless, satellite, and dial-up platforms
 - ◆ Assist field technicians with internet provisioning as they are in the field.
 - ◆ Check trouble tickets from tier 1 technicians for integrity and either dispatch to field technicians or correct in-office as required.
 - ◆ Service customer computers with various hardware and software issues, both dropped off at our retail location and on-site at the customer's premises.
- Computing Services Technician** August 2010 – December 2012
Northwestern College, Orange City, IA
- ◆ Diagnosed and repaired student, staff, and faculty computers
 - ◆ Set up new faculty, staff, and lab computers
 - ◆ Answered calls and solved issues or directed as necessary.
- Computer Assistant** June – August 2010
Belgrade-Brooten-Elrosa ISD, Brooten, MN
- ◆ Imaged and prepared newly purchased computers (Windows 7)
 - ◆ Reimaged existing computers (Windows XP)
- Leadership Experience**
- Technology Coordinator** August 2011 - Present
HOBY Minnesota, Minneapolis, MN
- ◆ Identify and solve technology issues, including web site, registration, and electronic payment needs
- Student Activities Coordinator** August 2011 – May 2012
Northwestern College, Orange City, IA
- ◆ Planned, organized, and facilitated campus social events for over 1100 students
 - ◆ Participated in bi-weekly leadership professional development
 - ◆ StrengthsQuest strengths: Input, Learner, Intellection, Connectedness, Ideation