



JAMES MARTIN

IT Support Specialist

James Martin, IT Support Specialist, provides operational support for IT-related concerns, maintains and updates equipment, and assists team members with troubleshooting and technical solutions.

James earned a B.S. in Information Systems and Decision Sciences from Louisiana State University. During college, he worked at LSU's Information and Technology Service as a Network Analyst and Technical Support Agent. In this role, his responsibilities included facilitating CRU and UPS temperature and capacity checks, as well as running scripts on a mainframe syslog. James also provided live support via phone and chats to find solutions for users.

In addition to his role at The Water Institute, James serves in the National Guard as a Combat Medic and Healthcare Specialist.

ORGANIZATION ROLE

IT Support Specialist

PROJECT ROLE / FOCUS AREAS

Knowledge of software operations

Network Security

Cisco device configuration

Technical and Remote Support

Customer Service

EDUCATION

BS, Information Systems and Decision Sciences, Louisiana State University, 2013

PROFESSIONAL MEMBERSHIP

Network + Certified

AWS Certified Cloud Practitioner

PROFESSIONAL EXPERIENCE

2025–Present: IT Support Specialist, The Water Institute

2023–2024: Network Analyst, LSU Information Technology Services

2019-2020: Swim Coach & Supervisor, Crawfish Aquatics Job Resume for James Martin (2)