Josiah Granger

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Professional Summary

IT student at Florida State University with hands-on experience providing technical support for statewide criminal justice information systems. Experienced in troubleshooting hardware, software, and network connectivity issues, managing support requests, and helping users resolve technical problems.

Skills

SQL, Bash, PowerShell, Windows 11/10, Active Directory, Network Troubleshooting, Hardware/Software troubleshooting, Security Concepts, Ticketing Documentation, Microsoft 365

Education

Florida State University, B.S. Information Technology — Expected Fall 2026

Experience

Florida Department of Law Enforcement, Tallahassee, FL — May 2026-Present

OPS Operations Analyst I

- Served as a primary point of contact for local, state, and national criminal justice agencies, managing and resolving a high volume of helpdesk inquiries through a centralized support system
- Provided first-level technical support for hardware, software, network connectivity, and procedural issues related to criminal justice information systems
- Documented all service requests and resolutions accurately, ensuring proper tracking of incidents while communicating technical information clearly and professionally to end users

Ace Hardware Corporation, Crawfordville, FL — April 2023-April 2026

Retail Sales Associate

- Managed customer needs in a fast-paced retail environment, aiding up to 100 customers with inquiries and product purchases
- Maintained product shelves by stocking products and keeping 100% accuracy in the inventory
- Provided exceptional customer service, leading to an improvement in customer satisfaction and repeat business

Projects

New Nole Marketing Project — May 2025-August 2025

- Designed and implemented a digital marketing strategy in collaboration with the College of Communication and Information (CCI) to support new students at FSU
- Developed a LinkTree resource for new noles providing essential information in an accessible platform
- Grew and managed the NewNole Instagram account with a target of a 33% increase in followers by creating weekly content, including flyers and posts

Involvements

FSUshadow, Florida State University — August 2025

Shadowing participant: NextEra Energy Inc, IT Data Enterprise

- Selected as a participant in the University’s competitive matched single-day job shadowing program
- Increased knowledge of the IT career field and professional skills needed to succeed in the IT industry
- Participated in shadowing the daily operations and projects of the IT Data Enterprise department of NextEra Energy