

# Joshua N. Pickett

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## SUMMARY

- Senior IT Professional with broad experience in technology, operations, and business needs in fast paced, rapidly changing environments
- Consistently delivered 99.999% uptime for critical environments
- Researched and implemented state-of-the-art technologies to enable business growth and enhance performance of staff
- Maintained excellent security standing for the business, including intrusion, penetration and PCI audits executed by international security firms
- Strong communicator and comfortable presenting at all levels from executive to staff
- Proven team leader and mentor.

## EXPERIENCE

Temp Control Mechanical, Portland, OR, November 2012 – Present

### ***Sr. Systems Engineer***

Manage Temp Control Mechanicals server and network environment. Look at new technology products and recommend products for future projects and upgrades. Provide support to all end users at multiple sites and executive management. Document current IT procedures and create new procedures. Work directly with the CFO to verify business needs are being met and recommend future technology needs. Create yearly budgets for hardware and software purchases. Work with various vendors and create RFP's.

### **Technical Projects**

- Virtualize physical server environment to a completely virtual environment using VMware, Dell Blade Servers, and Dell Equallogic SANS
- Exchange 2003 to Exchange 2010 migration
- Document currently network and system infrastructure and implement industry standard security practices
- Oversee Citrix implementation with the help of an outside vendor
- Disaster Recovery and Business Continuity planning in regards to IT infrastructure

Avamere Health Services, Wilsonville, OR, June 2012 – November 2012

### ***Sr. Windows Server Engineer***

Manage the Avamere server environment and plan upgrade paths for aging equipment that will meet budgetary requirements. Manage the helpdesk team with priority and assigning of tickets. Receive escalation tickets and resolve any unresolved problems with the end users. Work with the Network Engineer on router/switch upgrade projects at various sites within Oregon and Washington to make sure downtime will be minimal and that all impacted users will notified. Work directly with the CTO to acquire new asset tracking, monitoring, alerting, and helpdesk software solution. Work with various vendors to scope out projects that

meet HIPAA requirements and that will stay within budget.

### **Technical Projects**

- Physical to Virtual conversion of older hardware to new VMware Esxi hosts.
- Domain Controller upgrades to Windows Server 2008 R2 within a multiple site AD environment.
- Kiosk computer upgrades and policy testing. Test and configure kiosk laptops that meet HIPAA standards for over 30 remote facilities.
- Document current environment and put in place a change log to track any changes being made to the servers.

Exclusive Resorts, Denver, CO, October 2006- June 2012

### ***Sr. IT Operations Engineer***

Manage and maintain all of the IT operational functions and environments to ensure high availability, hardened security and enable future hardware/software extensibility. Oversee daily computer operations, helpdesk ticket flow, IP telephony, critical business servers, and disaster recovery environment. Work directly with the CIO, COO and other members of executive management to establish, develop, and design future technology needs. Create and adhere to a yearly budget for hardware and software acquisitions. Acquire end user computer equipment and create end user accounts that met specific security requirements. Creation and implementation of procedure documentation, management of IT vendor relationships, evaluate potential IT related technologies and perform IT related training and employee development.

### **Technical Projects**

- Virtualization of over 60 servers to both Hyper-V and VMware to reduce power consumption, increase uptime, and decrease the required backup window by over 30%
- Wireless network design, implementation, and migration within the corporate network. Updated security to the latest industry standards and had zero interruption for end users.
- Designed and implemented Microsoft domain migrations with zero downtime which included over 20 remote offices.
- Spearheaded a relocation project of mission critical servers to a colocation facility. Documented, created, and tested disaster recovery scenarios that would limit downtime.
- Co-designed a relocation project of corporate headquarters to new offices and managed a consulting team to verify that all systems and user computers were fully operational.
- Designed and implemented a high availability clustered Microsoft Exchange environment with cross domain functionality and legacy support.

Virsa Solutions, Boulder, CO August 2005- October 2006.

### ***Network Administrator***

Managed network security, administration and helpdesk duties for numerous Virsa clients around the Denver metro area as well as out of state clients.

Responsibilities included design and support of client platforms, daily support for end users, and recommendations for hardware and software solutions. Support of mixed environments which included; Windows Server 2000-2003, Windows NT – Windows XP, Microsoft Office 2000-2003, Exchange 5.5-2003, Red Hat Linux, Active Directory, Cisco switches and routers, and various different backup solutions.

### **Technical Projects**

- Exchange 5.5 to Exchange 2003 upgrade with various sites in different states. Worked with Virsage employees at the remote sites to verify upgrade methodology and made certain all techs were in sync with each other.
- Designed and implemented server upgrades for multiple clients with full disaster recovery plans, upgrade procedure documentation, and post checks to verify successful upgrades
- Use of automation tools to push new software updates and configurations.
- New Blackberry Enterprise Server implementations, device support, and training.

Radiology Imaging Associates, Englewood, CO October 2002- August 2005

### ***Systems Administrator***

Performed all systems administration roles and managed the helpdesk ticketing system to assign tickets to proper technicians and verified all issues were resolved. Had a firm understanding of healthcare laws and regulations with regard to patient information and HIPAA standards. Worked directly with the Director of IT to develop support and technology improvement plans for end users, doctors, and remote sites to ensure technology needs were being met. The system was a mixed environment that included several Domains with child domains, Windows NT Server 4.0 – Windows Server 2003, Office 2000-2003, Red Hat Linux, and proprietary PACS imaging workstations. 24/7 On-Call rotation support for doctors and end users.

### **Technical Projects**

- Team lead of a storage migration project from attached storage to an EMC CLARiiON SAN.
- Led a Picture Archiving and Communication System (PACS) upgrade that enabled user and application connections into the SAN.
- Designed and implemented a Microsoft Exchange 5.5 to Exchange 2003 migration.
- Designed and implemented a Domain upgrade from NT Server 4.0 to Windows Server 2003
- Successful implementation of an Email encryption project using ZixCorp Technologies to meet HIPAA standards.

## **EDUCATION**

**Metropolitan State College of Denver** 2012  
Denver, CO  
Bachelor's Degree: Computer Information Systems

**High-Tech Institute** 2002  
Phoenix, AZ  
Associates Degree: Information Technology and Computer Networking

## **CERTIFICATIONS**

- ITIL v3 Foundations Certification
- Microsoft Certified IT Professional Enterprise Administrator (MCITP: EA)
- Microsoft Certified Systems Engineer (MCSE 2000, 2003)