**Ian McAteer**

**IT Infrastructure Analyst**

861 S Catalina St. #109

Los Angeles, CA, 90005

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**Education**

**Slippery Rock University, Slippery Rock, PA Graduated: December 2017**

Bachelor of Science; Major: Computing

Information Technology Course Concentration

**Westmoreland County Community College, Youngwood, PA Attended: 2012-2014**

Major: Exploratory/Liberal Arts (credits for transfer to Slippery Rock University)

**Technical Skills**

* End-user support (software, hardware, network printers, mobile devices, passwords)
* Fundamental knowledge of networking (DNS, TCP/IP, DHCP, VPN, OSI Model)
* Cyber Security (PHI protection, phishing, AD privileges, disabled accounts, EPIC privileges)
* Web programming (HTML, Wordpress, JavaScript, CSS, SVG)
* Linux (Ubuntu, BASH scripting, Apache, Samba, grep, sed, awk, piping)
* Active Directory (group memberships, network drives, group policy)
* Virtualization (Citrix, remote desktops, thin clients, remote access)

**Work Experience**

**IT Infrastructure Analyst**

Highmark Health Solutions/Highmark Health, Remote **June 2018 - Present**

* Provided first level IT support for over 22,000 clients across 12 hospitals and 250+ ambulatory sites for the Allegheny Health Network medical system
* Monitored the EHR/EMR/Clinical applications, network infrastructure, and IT services in case of outages, problems, and issues
* Issued general hardware and software support for Epic and other proprietary medical software (web, thick and thin client-based)
* Maintained Active Directory user information, passwords and OU group memberships
* Provided end-user technical support for VPN and virtual desktop access issues
* Coordinated with other support teams and external vendors for timely repair of all IT requests and problems

**Digital Marketer**

Timac Inc, Freelance **May 2021 – Present**

* Built credibility and created attractive social media posts across the company’s several accounts
* Created a weekly newsletter sent out to subscribers detailing the company’s business software offerings
* Wrote a weekly blog on the company’s Wordpress website that touched on IT topics such as ERP and CRM systems as well as cloud hosting
* Optimized search engine results for the website by using keywords and Wordpress plugins