Joshua Mineros

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Infrastructure Support Specialist / Systems Administrator with over five years of experience designing and supporting Windows-based, on-premises, and hybrid cloud infrastructure environments in MSP, SMB, and regulated settings. Adept at handling complex escalations, documenting infrastructure standards, and mentoring junior technicians in both MSP and internal IT teams.

Key Skills

Infrastructure & Systems: Windows Server, Active Directory, Azure AD / Entra ID, Microsoft 365 (Exchange, SharePoint, Intune), Hyper-V, VMware, Networking (TCP/IP, DNS, DHCP, VLANs, VPNs), Identity & Access Management (IAM), Backup & Recovery (Veeam, RAID, Clonezilla, Acronis), Patch Management, High Availability Concepts
Endpoints & Platforms: Windows 10/11, macOS, Endpoint Security (EDR), Desktops & Laptops, Printers, VoIP, POS Systems
Operations & Professional Skills: Technical documentation, SOP creation, infrastructure diagrams, escalation handling (Tier 1–3), ticketing systems, vendor coordination, staff training, SharePoint migrations, bilingual communication (English/Spanish), health & safety compliance

Experience

Independent IT Field Engineer (Contract) | *AVASO Technology · Field Nation* | Oct 2025 – Present

- Delivered on-site IT support for enterprise and SMB clients, including hardware repairs, workstation deployments, and installation of peripherals.
- Provided support for Windows 10/11 environments, Microsoft 365, and managed Active Directory user and device tasks.
- Executed IMACD tasks within defined SLAs, adhering to client procedures and security protocols.
- Troubleshot networking, cabling, printers, POS systems, and endpoint connectivity issues.
- Coordinated with remote service desks, escalation teams, and NOCs to complete work orders and document outcomes.
- Independently handled complex on-site infrastructure and endpoint tasks in production environments.
- Provided on-site escalation support to MSP and enterprise IT teams during critical incidents and deployments.

System Administrator | Acorn Early Learning Centre | Ottawa, ON | Aug 2023 – Jan 2025

- Managed IT systems for over 20 staff, supporting Windows 11 and Google Workspace environments.
- Served as the primary escalation point for infrastructure, access, and security issues.
- Resolved 10–15 support tickets weekly, addressing hardware, software, and identity access concerns.
- Oversaw device lifecycle management, upgrades, and endpoint security controls.
- Conducted staff training in cybersecurity awareness and secure IT practices.

IT Manager / Systems Administrator | Levac Propane Levac Inc. | St. Isidore, ON | Jan – Nov 2023

- Served as the sole IT administrator for three offices and two distribution sites.
- Migrated company data to SharePoint and implemented internal collaboration tools.
- Established ticketing workflows and standardized IT documentation.
- Developed IT policies, SOPs, and incident response procedures.
- Reduced third-party IT service costs by approximately 40%.

IT & Operations Administrator | Ginga Technology Solutions | St. Isidore, ON | May 2021 – May 2023

- Provided Tier 1–3 support to SMB clients, supporting more than 15 users weekly.
- Supported migration from on-premises Active Directory to Azure AD (Entra ID).
- Deployed endpoint security measures, firewall rules, and backup solutions.
- Supported virtualization environments using VMware and Hyper-V.
- Conducted risk assessments and implemented infrastructure hardening measures.
- Served as an escalation resource for complex infrastructure and security issues.

Field Technician | Focal Systems | Ottawa, ON | Sept – Dec 2022

- Installed and configured inventory automation systems in retail settings.
- Performed on-site troubleshooting and system validation.
- Trained staff in system operation and basic issue resolution.
- Documented installations and escalated complex technical issues.

IT Security Analyst (Student) | CATSA | Ottawa, ON | June – Aug 2022

- Assisted with cybersecurity audits on more than 50 systems.
- Reviewed logs and helped escalate incident responses.
- Contributed to compliance with national aviation security standards.

Education
- Advanced Diploma, Computer Systems Technology — George Brown College (Jan 2024 – May 2026)
- Diploma, Cyber Security Analyst — Willis College (Jan 2020 – May 2021)

Certifications & Clearances
- CompTIA Security+ (Sept 2025 – Sept 2028)
- CSTS | CSO | H2S Alive | WHMIS Certified | First Aid & CPR (Sept 2025 – Sept 2028)
- Ontario Health & Safety Awareness
- Security Clearance Level 2 (CATSA) [2022] | Security Clearance Level 1 (SigmaPoint) [2017]
- Valid Class 5 Driver's License