

Systems Administrator III Systems Administrator III Systems Administrator III - RAILROAD COMMISSION OF TEXAS San Marcos, TX Work Experience Systems Administrator III RAILROAD COMMISSION OF TEXAS - Austin, TX November 2017 to Present

- Manage firewalls and integrated services routers
- Manage Layer 2 network security
- Monitor network DNS traffic with Cisco Umbrella
- Administer white/black lists in Cisco AMP to allow/prevent applications to execute or install
- Respond to incidents using Cisco Threat Response to remediate threats
- Investigate incident root causes with multiple Cisco security tools to remediate and implement preventative controls
- Review new software applications requested by agency for security and compliance
- Manage/configure Office 365 security features; i.e., spam filters, block/allow lists, mail flow rules, etc.
- Manage wireless network security
- Perform physical security assessments
- Review and recommend procedures to improve agency security posture
- Consult with vendors to implement best practices regarding network security design and operation
- Identify requirements for technical products/services to improve agency processes
- Evaluate and implement new technologies to improve organizational functionality
- Create standard operating procedures for configuring, deploying, and maintaining new technologies
- Monitor and report IT hardware and software asset statistics to management
- Conduct cost analysis and procurement planning for IT projects
- Develop and manage IT project schedules
- Initiate, plan, monitor, control, and close IT infrastructure projects
- Conduct training for IT support staff on new and existing technologies

Network Support Specialist RAILROAD COMMISSION OF TEXAS - Austin, TX March 2015 to November 2017

- Designed data model and workflow processes for agency hardware implementation
- Developed and modified IT standard operating procedures
- Implemented, configured, managed, and monitored physical network infrastructure
- Conducted incident response, recovery, and analysis
- Administered user accounts and access
- Remotely managed agency hardware and software

Regional Information Technology Support Technician CABELA'S - Buda, TX September 2013 to March 2015

- Conducted training for management and staff on new standard operating procedures
- Coordinated warranted services for network and end user equipment
- Managed IT asset accountability
- Managed network infrastructure
- Managed and

prioritized service requests Scheduled new equipment implementation Education Certification
Austin Community College ITT Technical Institute Skills Security, Systems analysis, Systems
security, Customer relations, Process improvement, Asset management, Governance Additional
Information Core Competencies Project Management Process Improvement Governance and
Compliance Information Systems Security Procedure Planning and Implementation Asset
Management and Monitoring Systems Analysis Customer Relations

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