Wesley Jones

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Education

Iowa State University

Ames - 2022 to 2024: ***In progress*** **M.S. Cybersecurity**

University of Northern Iowa

Cedar Falls - 2010 to 2015: B.A. History

Work History

University of Northern Iowa

Senior Systems Administrator - Cedar Falls - 2022 to Present

Systems and Network Administrator - Cedar Falls - 2016 to 2022

I focus on automation to support a variety of servers and clusters. Other common tasks involve gluing APIs, databases, and data sources together with Python and Bash. I interact with a broad range of techonologies and resources – key components: Linux configuration management (Puppet), continuous integration and workbook scheduling (GitLab, Rundeck), log collection (OpenSearch), student learning servers, Zoom provisioning (ongoing), and high performance computing (Slurm, Bright Cluster).

Aces

IT Client Support - Cedar Falls - 2015 to 2016

Direct client support for desktops and server administration for a healthcare provider. Through this role I was exposed to a large swath of routine business and healthcare specific software. I developed the skills necessary to continue my career by working with networking and server technologies such as DHCP, DNS, firewalls, and vSphere management.

Experience

- **Cross-team communication.** In my first few years at University of Northern Iowa, I worked with both the system administrator team and network teams. I used the tools from one team to help the other -- managing servers with Puppet, securing web access with certificates, creating a development workflow using GitLab, and building a more efficient network access control system.
- **Discover and improve.** A key strength I have developed over the years has been the ability to discover the "ins and outs" of a system or software. When IT was relied on to take over a failing HPC cluster, I was able to figure out how to access, secure, and administer the aging system with minimal interruption for the few users. I have since continued to incrementally improve the HPC offering by building an in-house solution when the previous one failed, finally, helping to plan and implement a new cluster in 2022.
- **Ensuring longevity of services.** Services should be maintainable over time, this requires proper planning to assess needs of a project, constant re-evalution during the implementation and early years, and up-to-date documentation and monitoring. I have worked on a variety of large scale projects that require accounting for a diverse set of goals. I have worked to ensure that these projects are successful both on launch, but maintainable and continue to be extend past their initial availability. Examples of this: Transistion from Samanage to Jira Service Desk & Implementation of Jira Projects (2019) and Zoom Phone Evaluation (2020-2021).

Special Projects

- **Centralized logging:** I took over a failing single node log search server (Graylog) and migrated to a multi-node Elasticsearch, Logstash, and Kibana cluster. I maintained an evaluation deployment of that service for several years as it gained support and traction for the value offered. In January 2022, I deployed OpenSearch as a near production centralized log cluster.
- **IT service management platform migration:** I worked with a small team to review and evaluate replacement options for our feature limited service platform. We chose Jira Service Desk to integrate with another product that was being implemented simultaneously — Jira Software. I served on both teams and helped to ensure the products would be a good fit and the decisions that were made helped to align with IT's goals for customer service. I also handled the migration of data from our previous ticket system to Jira Service Desk by creating custom API tooling.
- **Web learning application:** I maintained a custom application that allows instructors to teach classes about WordPress, SEO, MySQL databases, and web development for two years before beginning a full rebuild to support Python 3. I built a new backend layer and adapted the PHP web frontend to be more secure and have an updated look. The backend uses Redis for user caching and task scheduling and has a custom API to interface with directly as well as be the connection to the frontend. I also integrated the frontend login to the campus solution.