

Jeffrey M. Knerr

Creative [Level III-IV Linux System Administrator](#) looking to learn and contribute.

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EXPERIENCE

Swarthmore College — *Linux System Administrator*

AUG 1998 - PRESENT

Maintained all aspects of the Computer Science Department's infrastructure as they grew from 2 Professors, 1 server, and 10 lab computers to their present size: 13 Professors, 24 servers, 150+ lab computers, 400-600 active users. Responsibilities included:

User Support: help faculty and students with everyday problems, manage user accounts, create and maintain system documentation, install and configure software as needed for faculty and student teaching and research

Troubleshooting and Maintenance: monitor log files for problems, isolate, debug, and fix hardware and software issues, plan system downtimes and apply patches and upgrades

System Security and Monitoring: monitor system and network health and usage, provide 24/7 on-call support, stay current on security threats and best practices, test user environments and system services

Planning and Budgeting: work with faculty to provide hardware and software needed for teaching and research, obtain quotes, manage budgets (\$60-90K per year), purchase, install, and test all servers and lab computers, track assets and recycle old equipment, assess risk of and plan for service failures

Student Supervision: hire, train, and manage student system administrators, assign projects, monitor progress, provide opportunities for students to learn and gain experience

Current services include: **email** (postfix, dovecot, rspamd), **NFS** (purestorage /x20 flash array), **dns** (bind9), **web** (apache2), **LDAP** (OpenLDAP), **ssh** load distribution (haproxy), network and host **monitoring** (zabbix and grafana), **configuration management** (ansible, git, FAI), **firewall** (pf), **password** (flask app). Most servers run Debian Buster, lab computers run Ubuntu 20.04. Network running on HP Aruba 2930M 48G stacked switches.

Swarthmore College — *Visiting Assistant Professor*

FALL 1999 - SPRING 2020

Taught at least 1 section of the Computer Science Department's [Introduction to Computer Science](#) class for 20 semesters, with 34 students per section. Originally taught in C (3 semesters), taught in python since 2008.

1995 - 1997 **Lecturer** Dept. of Physics, UNC-Greensboro

1993 - 1995 **Postdoctoral Research Associate**, Dept. of Physics, NC State University

EDUCATION

University of North Carolina, Chapel Hill — Ph.D., Astrophysics, 1993

Numerical Studies of Ablative Mass Loss From Wind-Accelerated Clouds

University of North Carolina, Chapel Hill — M.S., Physics, 1989

College of William & Mary, Williamsburg, VA — B.S., Physics, 1987

References and Performance Reviews available upon request.

Everyday Languages/Tools

python, bash
Debian, Ubuntu
OpenBSD pf
apache2
bind9
OpenLDAP
postfix, dovecot, rspamd
git webhooks, flask, nginx,
gunicorn
kvm virtual servers
ansible, fully-automated
install (FAI)
haproxy ssh load distribution
NFS, purestorage flash array,
rsync snapshots
zabbix, grafana
cups
git, zsh, tmux, vim, mutt
asciidoctor, markdown
tripwire, swatch

Things I used to know but haven't used in years

C, perl, FORTRAN
Solaris 10, jumpstart
RedHat 8
nagios
salt