

JONCRAIN

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joncrain.github.io

PROFESSIONAL EXPERIENCE

Application Administrator, Central Michigan University December 2011 – Present

- initiated campus wide management system with open source tools saving the university \$100,000 over similarly featured commercial offerings
- oversaw the management of ~1600 macOS clients
- created custom packages and profiles for departments
- developed a software/patch deployment strategy for staged roll out of updates
- created MicroMDM/Munki solution for UAMDM Mac Management
- developed and open sourced deployment software and strategy for Macs
- created and led a Mac Users Group for all on campus Mac admins
- member of the Mac Secure Workstations Committee, creating solutions and overseeing the implementation of security policies across all campus Mac workstations
- automated the deployment and management of macOS, Windows and Linux servers utilizing tools like Packer, Puppet and Bolt
- developed a testing/development server plan to replicate production environments

Assistant Manager – Technical Services, CMU October 2009 – December 2011

- performed certified diagnosis and repairs on Apple computers
- provided on-site repair and tier 2 support for administrative staff computers & printers

Coordinator of the Center for Creative Media, CMU March 2006 – December 2011

- provided management/tier 2 support for faculty, staff, lab and classroom computers
- developed and maintained FileMaker databases for the School of Music's internal operations and external website

FREELANCE

IT Support/Web developer – Isabella Community Sportsplex 2010 - Present

- developed/maintained WordPress/custom developed web sites
- G Suite for Nonprofits Administrator
- setup Azure environment for backup, file share and web servers
- setup/managed Meraki Systems Manager MDM for iOS/Mac/Windows

EDUCATION

Bachelor of Applied Arts, Central Michigan University (*magna cum laude*) 2003

TECHNICAL EXPERTISE

OS/Hypervisors: macOS, Windows, Windows Server, Debian, Ubuntu, ESXi

Software: Adobe CC Enterprise Admin, Office/Office365, G Suite, VMware Fusion, Munki, AutoPkg, SCCM, Packer, Vagrant, Puppet, MicroMDM, Azure, Git, JMeter, Osquery

Programming: Bash, Python, PHP, SQL, Django

OTHER/CERTIFICATIONS

ITIL 4 Foundation Certification – AXELOS March 2019

Linux Foundation Certified System Administrator Dec 2016 – Dec 2018

Apple Certified Mac Technician 2009 – 2012

Staff Excellence Award Nominee 2010, 2017

Open Source Contributor – MunkiReport, MicroMDM, Deployr