Joshua Inzer

IT Specialist

506 Fourth St
Underwood, ND 58576
Phone: 662.364.0782
E-mail: joshua.inzer@gmail.com

Summary Statement:

5 years of military experience, 16 years of team leadership, and 19 years of Information Technology experience. With nearly 20 years of IT knowledge, I have set up and managed diverse, cross-functional teams of multiple backgrounds and skill sets. I empower and mentor colleagues so that they can reach their goals.

Technical Proficiency

Platforms: Windows OS 10/11, Mac OS X, RHEL, Kali Linux, Unix, Cisco IOS, Apple iOS, Android, Microsoft Server 2016/2019, Microsoft Azure

Applications: Unity, Unreal, Microsoft Visual Studio, Visual Studio Code, Microsoft Office, Microsoft 365, Adobe Acrobat, Adobe Suite, Microsoft Visio, BeyondTrust, LogMeIn, Team Viewer, VMware, Perforce, Git, ITSM solutions: Remedy and ServiceNow

Critical Skills: Technical Writing, Time Management, Detail Oriented, Hardware and Software Troubleshooting, Project Management, Problem Solving, Cisco Systems, Network Security, Installation and Repair, Computer Networking, Aviation Electrician's Certification, 3M Program Manager/Information System Technician, SAN systems, Blackberry Enterprise Server, AT&T networking systems, Mobile Armor, Microsoft BitLocker, Cloud Computing, Azure

Soft Skills: Teamwork, Problem-solving, Adaptable, Multi-tasking, Open-mindedness, Effective Communicator

Languages: C#, Python, C++, JavaScript, CSS, XML, HTML, VBS, PHP, SQL, PowerShell

Certifications & Clearances: Security Clearance rated at **Top Secret, DOD 8570 Compliant**:
AXELOS: ITIL v4
CompTIA: CASP+, CySA+, PenTest+, Security+ CE, Network+, A+, Project+, Data+
EC-Council: Certified Encryption Specialist
Google: Data Analytics, IT Support Professional, IT Automation with Python, Project Management
ISC^2: Certified Information Systems Security Professional (CISSP), Certified Cloud Security Professional (CCSP), Systems Security Certified Practitioner (SSCP), Certified in Cybersecurity (CC)
Microsoft: Azure DevOps Engineer Expert; Cybersecurity Architect Expert

Work Experience

2021 - Present	**SAIC**, Riverdale, ND *L3 Team Lead – Technician Support IV – US Army Corps of Engineers* ▪ Responsible for directing the day-to-day tasks of a team of 13 direct reports and 30 volunteers ▪ Responsible for creating processes and procedures ensuring standardization of 300+ PC technicians, systems administrators, and network administrators ▪ Responsible for the secure baseline for 4 different image functions across 40,000+ information systems to ensure cyber compliance with DISA STIGs ▪ Established a Code Review Process to scan for vulnerabilities and other unsecured coding practices ▪ Responsible for managed print services and basic print services for the Corps of Engineers
2021 - Present	**AzureGames, LLC**, Riverdale, ND *Owner* ▪ Created a business plan encompassing development ▪ Ensured all Intellectual Property is copyrighted ▪ Interface with State government to stay within Good Standing ▪ Reprioritized 8 ongoing projects to be carried out over the next 10 years ▪ Utilize SCRUM methodology to maintain project management

2018 - 2021	**Leidos**, Riverdale, ND
	Transition Coordinator
	▪ Coordinate with subcontractors to ensure staffing requirements are met
	Division Site Supervisor – National Capital Region – US Army Corps of Engineers
	▪ Covered the contract services of Field Operations at pivotal Army mission locations at the US Army Corps of Engineers Headquarters (HQ), Army Geospatial Center (AGC), Humphreys Engineer Center Support Activity (HECSA), and 4 Institute for Water Resources (IWR) locations across CONUS
	▪ Responsible for customer care to 1600+ End Users with 80 held at VIP Level of Service
	▪ Supervise and direct the day-to-day actions of 15 technicians and 4 System Administrators
	▪ Provided process improvements to streamline technician workload
	▪ Ensured all sites met Service Level Requirements with an Outstanding rating
	▪ Ensured personnel are compliant with Department of Defense training requirements
	▪ Trained technicians on collaboration tools, resources, and training guides
	▪ Interface with customer to coordinate and execute Temporary Duty Orders
	Level 3 Support Technician – US Army Corps of Engineers
	▪ Projects - Technical Team Lead
	o Responsible for multiple vendor coordination to maintain US Army Corps of Engineer systems and compliance with Operational Orders (OPORDs)
	o Led teams dedicated to implementation, documentation, and continued maintenance of Microsoft 365 Apps| Office, Teams, OneDrive; Adobe Acrobat DC; Windows 10| 1709, 1809, 1909; DISA Purebred; Dell| Trusted Platform Module, Command Update, Command Configure
	o Responsible for hosting, answering, and following up with questions asked during Collaboration Calls
	o Responsible for liaising between Field Operations management and Enterprise Service Desk and creating process improvements
	▪ Enterprise Service Delivery
	o Consulted with Service Delivery Management to improve upon practices at struggling districts
	o Volunteered and asked to assist multiple districts struggling to meet Service Level Requirements
	o Multitask communication mediums (Email, Jabber, Skype) for PC Technicians who reach out for further assistance of higher tier issues
	o Administered on-site training to junior district technicians on policy and procedures, tech tools, ticket management, and Remedy while assisting technicians in achieving service level requirement
	▪ Documentation
	o Volunteered and assisted in the updating of the Uniform Installation Procedures to meet customer requirements
	o Created procedures for tools without documentation
	o Translated OPORD on US Army Information Systems required naming convention into Standard Operating Procedure for Army Corps of Engineers – Information Technology
	▪ PC Naming Tool
	o Responsible for liaising between ACE-IT Government Management and Design of PC Naming Tool and ACE-IT Contractor technicians to ensure technicians have access to required resources
	o Responsible for ensuring all documentation on tool is current
	o Responsible for assisting ACE-IT technicians in troubleshooting the tool
	▪ Trainer
	o Responsible for administering training to ACE-IT technicians on, but not limited to, PC Naming Tool, FTE tool, Remedy, and Bomgar.
	o Responsible for maintaining training materials are current
	Break/Fix Technician – US Army Corps of Engineers
	▪ Responsible for maintaining network communications for US Army Corps of Engineers sites in North Dakota and Montana and repair of computers, switches, and multi-function devices
	▪ Responsible for ensuring all Information Systems (IS) are properly encrypted

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2015 - 2018	▪ Consulted with Garrison Dam project management on the physical security and environmental safety of network equipment, physical security of premise, cyber security practices, and personnel safety
2013 - 2015	**IMRI (Vectrus)**, Riverdale, ND *Break/Fix Technician – US Army Corps of Engineers* ▪ Responsible for maintaining network communications for US Army Corps of Engineers sites in North Dakota and Montana and repair of computers, switches, and multi-function devices ▪ Responsible for ensuring all Information Systems (IS) are properly encrypted
2012 - 2013	**Apex Systems (Lockheed Martin)**, Riverdale, ND *Break/Fix Technician – US Army Corps of Engineers* ▪ Responsible for maintaining a working relationship between ACE-IT and US Army Corps of Engineers employees by performing duties in a professional manner
2011 - 2012	**Starkville Computers**, Starkville, MS *Network and Systems Administration/ Technician* ▪ Responsible for initial configuration, installation, and maintenance of Cisco Switches, Microsoft Windows Servers, and Microsoft Windows 7 / 8 computers
2010 - 2011	**Rothe Enterprises, Inc.**, Columbus, MS *Network Administrator – US Air Force* ▪ Other areas of concentration included the set up and installation of servers and ensuring back up capability was established, Blackberry Server administration, and VMWare administration **Stark Aerospace, Inc.**, Columbus, MS *Network Administrator & Heron UAV Electronics Technician* ▪ Maintained the network, programmed using XML coding style, remote desktop troubleshooting, and rewiring were involved ▪ Drafted IT security policies to align with business contracts with Department of Defense agencies ▪ Avionics Tech for Unmanned Aerial Vehicle (UAV) included troubleshooting a variety of avionics equipment faults, servicing aircraft for flight and post flight, maintained a control shelter of computers that linked and controlled the aircraft, maintained, and operated SATCOM and LOS communications
2004 - 2009	**United States Navy**, San Diego, CA *Network Administrator & Radio Communication Technician* ▪ Served as a 3M (maintenance) program manager and supervisor of IT operations while being an IT onboard a ship comprised of 4 networks and over 300 computers ▪ Served as ship's antenna maintenance officer ▪ Served as Technical Support Supervisor to nine technicians ▪ Server as Work Center Supervisor to 2 work centers and 22 personnel

Education

2023 - 2024	**Western Governors University – Master of Science Cybersecurity and Information Assurance**
2021 - 2022	**Western Governors University – Bachelor of Science Cybersecurity and Information Assurance**
2014 - 2017	**Full Sail University – Bachelor of Science in Game Design** *Winter Park, FL*