

Joseph Meyrick

WORK EXPERIENCE

Senior IT Support Specialist – University of Pennsylvania Wharton School | 2015 - Present

- Develop automation tasks using IBM BigFix/Desktop Central using PowerShell and shell scripts for ~400 endpoints.
- Developed scripts to migrate user files to new file server.
- Serve as member of the Desktop Management Service team that serves as the governing body for school wide endpoint management.
- Serve as member of the AWS focus team to assist with migrations to the cloud.
- Developed AWS Lambda function in Python to validate owner tags on AWS resources against an internal API and a Lambda function to validate budget code tags.
- Developed Ansible playbook to configure Windows IIS webserver, server share access and configured Jenkins to deploy website code from Git repo.
- Provide administration/support for Windows departmental research servers.
- Provide administration/support for Red Hat Linux 6/7 departmental servers. Tasks include user/permission management, settings up disk quotas, Apache website management, unblock users from fail2ban, monitor server alerts and troubleshoot any server issues.
- Use Zendesk to respond to user requests, track ongoing incidents and escalation of tickets to other teams.
- Developed scripts to send automated alerts Zendesk

Web Developer – Harvard University | 2015 - Present

- Maintain current WordPress site
- Develop new features as requested

IT Support Specialist – University of Pennsylvania Wharton School | 2013 – 2015

- Provided support for large scale events and video teleconferences.
- Served as main desktop support for various departments and research centers.
- Provided support and administration to departmental servers and served as backup server administrator.
- Assisted with the early adoption of IBM BigFix within the department for patching, software deployment and endpoint automation.

IT Consultant – Insurance Services Plus | 2013 - Present

- Provide system administration using Ansible for patch and configuration management
- Configure and maintain SonicWall Firewall
- Provide desktop support

Professional Development

- Learning Tree Windows PowerShell: Automating Administrative Tasks Course 969
- Red Hat Automation with Ansible DO407
- Wharton Customer Analytics Initiative Python Bootcamp
- Future Media Concepts – Advanced Linux
- AWS Technical Essentials
- AWS SysOps training course
- SANS SEC505: Securing Windows and PowerShell Automation
- Terraform 101 by NebulaWorks

Contact



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www.github.com/meyrickj

EDUCATION

La Salle University Philadelphia, PA | 2008 – 2012
Bachelor of Science in Information Technology

SKILLS

Server Administration
Microsoft Windows 7/8/10
MacOS
Technical Support
Customer Service
Automation

Certifications

ITIL Foundation Certificate in IT Service
Management | March 2017