Ryan King

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ABOUT

Ryan King is a spouse, parent, Jayhawk, and professional shower singer. They have a wealth of knowledge and experience as an information technology professional and youth worker, and often apply their skills to systems administration, project management, and technical writing. They possess excellent technical and soft skills combined with a proven track record of exemplary end user experience, increased system reliability, and resolution of complex issues. A native of Lawrence, KS, Ryan is an avid college basketball fan and music lover.

TECHNICAL EXPERIENCE

Edward Jones — *Engineer III* NOVEMBER 2022 -

Assemble, configure, install, maintain & tune complex infrastructure components. Analyze, design, code & document programs and enhancements. Provide guidance on the business impact of the systems supported, development of best practices, & IS processes and tools.

The Purple Guys — *Field Systems Analyst II* MARCH 2022 - AUGUST 2022

Implement, maintain, and support IT systems and infrastructure for multiple clients. Resolve complex server, networking, software, and hardware issues as point of escalation for peers. Foster and maintain client-service provider relationships.

University of Kansas — *Senior IT Support Technician* JULY 2018 - MARCH 2022

Manage workstations, servers, and software for several university departments' faculty and staff. Hardware repair, deployment, and inventory. Application imaging and deployment. Large-scale project design and management.

BestMacs — *IT Specialist* MAY 2017 - JULY 2018

IT systems design, maintenance, and support for multiple clients. Hardware installs, application packaging and deployment, data backup and recovery. Support ticket distribution, social media management, marketing, and technical writing.

Apple, Inc — *Senior AppleCare Advisor, Mac+* MARCH 2012 - APRIL 2017

Advanced iOS and Mac troubleshooting as point of escalation for peers. Diagnostics and log collection and review. Creation and delivery of training content in support of lower level technicians.

OTHER EXPERIENCE

Hilltop CDC — *Board of Directors* JANUARY 2018 - JANUARY 2023

Serve on committees organizing special events and supporting teachers. Participate in budget planning and approval processes. Help guide direction of childhood development center through participation in regular board meetings.

First Presbyterian Church — *Director of Youth Ministries* AUGUST 2017 - APRIL 2022

Curriculum design and implementation. Conflict resolution. Volunteer recruitment and training. Youth mentorship. Staff and parent collaboration. Fostering relationships with local businesses for event organization and fundraising. Project management.

CERTIFICATIONS

Apple Certified Macintosh Technician

Apple Certified Support Professional

CompTIA IT Fundamentals+

Linux Essentials Certification

EDUCATION

Ministry Leading Initiative — *Certificate of Commissioning* AUGUST 2017 - MAY 2019

University of Kansas — *Bachelor of Music* AUGUST 2007 - MAY 2011

SKILLS

Adaptation, Agile, AI, Ansible, automation, AWS, Azure, bash, capacity planning, CDN, CI/CD, CLI, cloud computing, collaboration, communication, complex troubleshooting, containerization, creativity, debugging, DevOps, DHCP, DNS, Docker, documentation, HTTP/S, incident monitoring, infrastructure, Jamf Pro, JavaScript, JIRA, Kanban, Kubernetes, Linux, load balancing, macOS, mainframe, MDM, network administration, on-call, Powershell, problem solving, Python, remote work, root cause analysis, scripting, Scrum, security, site reliability engineering, soft skills, SQL, systems administration, technical support, testing, time management, virtual computing, vulnerability management, web applications, Windows

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PROJECT EXPERIENCE

Edward Jones — *Oracle WebLogic Server Critical Vulnerability Patching* 2023

Oracle WebLogic Server is deployed across hundreds of servers under my care, spanning two data centers and supporting tens of thousands of financial advisors. In order to keep these servers secure, Oracle periodically releases patches for common vulnerabilities and exposures. In my role, I track these patch releases, determine the priority using a base security score, attack vector and complexity, and user interaction, and implement the patches as necessary. The implementation process, once the patches have been downloaded, begins by storing them on a distribution server. Once stored, a number of scripts are updated to reflect the current patches. These scripts will later be used to expedite the installation process. A written plan is created, including backout procedures, for applying the patches to all necessary servers. This plan undergoes multiple levels of scrutiny by peers and management before it is approved.

Once final approval is given, testing of the patches begins in a development environment. Assuming successful application of the security patches to the development environment, I test in a clone environment a week later. Because these environments aren't live, I am able to perform the installation alone, but must inform the administrators of the environments ahead of time that there will be temporary outages to many servers. Finally, once both environments have been thoroughly tested, I collaborate with other teams to oversee installation of the security patches in our live production environment. This process takes three nights, and requires careful coordination with network operations teams, database administrators, and other systems administrators. Upon completion, final testing is performed to ensure successful application of all patches, and I inform all personnel of the servers' status.

The Purple Guys — *Integration of New Building Access Control System* 2022

A client utilized a legacy system, consisting of a workstation running security control software and a physical control box, to control building entry at their premises. As primary contact for the client throughout the project, I consulted in spec'ing, procurement and deployment of new workstation hardware, OS and security software configuration, and data retrieval and transfer from the legacy system into the new environment. I oversaw deployment of the new controller workstation to the client, tested it in the new environment, and worked closely with the security software vendor to ensure the new control panel and software met the client's needs.

This project saw a number of challenges. System evaluation and data retrieval from the legacy workstation had to be done remotely. The security software vendor had goals outside the interests of the client, like the sale of unneeded licenses, and negotiating a resolution required care. Deploying the security software in the new environment was challenging, as the client preferred to keep running their legacy solution, which was no longer supported. Nonetheless, I resurrected the software with all functionality in the new environment, then recreated a missing database with data ported from the old system. With this key piece in place, I then consulted on the procurement and installation of the new external building security control box, ensuring compatibility between all parts of the new system.

University of Kansas — *Geology Computer Lab Design & Build* 2020

A computer lab in the Geology department, housing 25 workstations, needed to be upgraded. I was the lead technician on this project, working closely with the department chair and other faculty to assess their needs, translate those needs into specific workstation configurations and software requirements, and procuring quotes from computer manufacturers and software vendors. Once spec'd, purchased, and procured, I configured and deployed all new workstations, including new peripherals and dual monitor setups, and continued supporting and maintaining the lab throughout my tenure at the university.

Obtaining the new equipment for this project required patience and considerable legwork. University IT has a contract with Dell, and our representatives were extremely communicative. The difficulties came with finding a balance of acceptably powerful hardware while negotiating the order within a price range that the department was comfortable paying. This resulted in numerous conversations where I acted as an intermediary between the department chair and the Dell representatives, translating between faculty desires and concrete specifications.

I determined that, once the computers were delivered, it would be necessary to assemble a team to work on this project. I recruited assistance from other technicians in imaging the new workstations, overseeing the process and handling as many as I could myself to ensure quality control, and then led the team in deploying them to the lab. This project provided important hands-on experience to less tenured technicians while reducing the amount of time necessary to complete the project. Finally, the legacy workstations were inventoried and repurposed to other departments if they were not yet end-of-life.

First Presbyterian Church — *Chicago Service Trip* 2017

I oversaw the planning and execution of a multi-day service trip from Lawrence to Chicago, chaperoning several youth mentees, aged 13-17, and adult volunteers in an experience of the city and participation in three separate service projects with local organizations. This project required months of planning and coordination, including fundraising efforts, contact with multiple organizations in Chicago, and recruitment of volunteers. A frequently overlooked aspect of these sorts of projects is consideration of youth safety. I collected medical forms for each participant and implemented a comprehensive system for volunteers to ensure proper care was taken of each youth for the duration of the trip.