Philip Jones

(512) 471-9471 · philip.jones@utexas.edu
Austin, TX

EDUCATION

- Masters of Science in Information Studies, University of Texas at Austin, December 2019
- B.A. in English and Psychology, University of Texas at Austin, December 2009

RELEVANT EXPERIENCE

- **Senior Systems Administrator**, UT School of Information, January 2015-Current
  - Crafted and configured default deny firewall for iSchool linux servers
  - Redesigned, networked, and implemented a security lab for Information Security Class
  - Wrote powershell and bash apps to encourage timely checkout laptop returns
  - Designed and built system for management of AD authentication to iSchool Linux servers
  - Administered Ubuntu, Gentoo, and Red Hat servers with Puppet
  - Led email migration from local unix accounts to central UT Office 365
  - Spearheaded server migration to University Data Center
  - Researched, selected, and implemented an IT Helpdesk
  - Structured an IT knowledge base
  - Restructured iSchool vlan network map
  - Directed Student Technicians in web, systems, helpdesk, and documentation tasks
  - Managed Macs and PCs with LANrev and Group Policy
- **Student Technician**, UT School of Information, August 2014 – December 2014
  - Responded to wide ranging help-desk tickets
  - Installed and troubleshot desktops with Linux, OSX and Windows operating systems
- **Math Teacher**, Elgin High School, July 2013 – July 2014
  - Awarded Teacher of Promise 2014
  - Managed and maintained Web and communications systems for parent and student access
  - Taught classes of Geometry and Pre-AP Geometry to a diverse student body
- **AppleCare Advisor**, Apple Inc., April 2012 – December 2012
  - Selected for managerial training
  - Diagnosed and resolved OS X operating system and application issues
  - Adapted technical help to combine problem-solving and time management
  - Successfully motivated and calmed frustrated customers
- **Inside Sales Account Manager**, SHI International, April 2010 – February 2011
  - Built a customer base from the ground up as part of a team
  - Trained regularly on major software and hardware
- **Contributing Editor**, Sunflower Education, October 2007 – March 2012
  - Managed a team to write *Amazing World Records of Language and Literature*
  - Developed and organized multimedia content for online supplements

PUBLICATIONS

- *Amazing World Records of Language and Literature*, Jones, P.A. and Williams, S.

SKILLS

- GIAC GSEC certified 2015
- Experience scripting with bash, python, powershell, MySQL, and php
- Experience with Puppet, Group Policy, LANrev, Drupal, Apache, Nagios, VMware
- PC/Mac/IOS and Microsoft Suite proficient (Microsoft Certified Professional, 2010)
- CPR and First Aid Certified