

James Smith

Systems Engineer/Presales Engineer

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skills

Jamf Implementation, Automation, & Management

AWS (EC2, S3, RDS, ElastiCache, IAM, Lambda)

Python/Bash Scripting

GitHub & Version Control

Automation

Fleet Management

Application Packaging (autopkg)

Okta Implementation, Automation, & Management

G Suite Management

Office 365 Management

Active Directory Management

Podcast Creation

Video/Audio Editing & Production

certifications

Jamf Certified Expert (2018)

Certified JSS Administrator (2017)

Jamf Certified Admin (2017)

Casper Certified Technician (2017)

education

Bachelor of Arts - Media & Visual Arts (2010)

experience & employment history

Presales Engineer, CompNow – 2019-current

Computers Now is the premier technology partner in Australia, catering to industries from Education (Primary, Secondary, & Tertiary), Small Business, and right through to the Enterprise. As a Presales Engineer, I am the technical point of contact and trusted advisor for my customers, ensuring that their requests are not only effective, but also consistent with best practices.

- Oversaw the deployment of new iOS and macOS devices throughout a number of schools across Victoria, ensuring that staff and students had a seamless start to the 2020 school year.
- Improved efficiency throughout the Pre Sales practice by developing proposal templates for our key verticals, enabling Pre Sales Engineers to focus on delivery the best for our customers, and not reinventing the wheel for each engagement.

Systems Administrator, Culture Amp – 2014-2019

Culture Amp is a Series E funded company and the world's leading people analytics platform. We're passionate about helping companies understand the connection between people and culture.

- Designed a scalable and fault-tolerant infrastructure to host Jamf Pro in AWS, utilising security best practices and deployed to all user devices across four offices in three countries in under a month,
- Architected and implemented an onboarding workflow utilising Jamf, Open-Source Software, and custom written tools that reduced the time taken to get new hires up and running on their first day from 3-4 hours to only 15 minutes.
- Migrated Jamf database from a traditional MySQL server in AWS to RDS Aurora to increase performance and decrease cost.
- Assisted the Security team in passing our ISO27001 Audit by writing custom functions (Python/AWS Lambda) that pull reports from various SaaS solutions for compliance metrics.
- Created Slack Integrations deployed using the Serverless framework into AWS Lambda.
- Managed and rolled out Okta to the entire organisation, reducing the friction required for end-users to access applications. Implemented automations behind the scenes to enable the IT team to work at scale while only having 2-3 members.
- Managed software deployments and patch management across endpoints using a variety of first and third party products, including Open-Source options where appropriate.
- Worked in a distributed agile team participating in a mix of BAU and project based tasks.
- Set up and maintained office networks across four offices utilising Meraki equipment.
- Produced video content for help documentation and content for our website.

Head of Support, LIFX — 2013-2014

LIFX is a Series B, Sequoia Capital funded start-up in rapid growth mode that reinvented the light bulb.

- Began as mid-level support engineer and progressed to running support within a month.
- Handled all aspects of support for the company including email, phone, live chat, forums, & social media .
- Worked with company from ~10 people through rapid growth up to ~50.
- Moved to San Francisco to facilitate the company's growth into a new head office.
- Managed a small team consisting of remote employees across several offices and an external 3rd party support team to handle overflow in times of increased ticket influx.
- Created various training resources and documentation for both the internal and external team, including written documentation, visual aids, & video demonstrations.
- Dealt with external contractors/SaaS services on a regular basis to ensure that our needs were met as a company in regards to eCommerce, Logistics & Support.

Speaking Engagements

- Jamf Nation User Conference - 2017 - <https://smithjw.me/2017/10/26/Culture-First-Onboarding/>
- Mac Admins Podcast (Audio Engineer & Speaker) - 2017-2020 - <https://podcast.macadmins.org/>
- Melbourne Apple Admins (Organiser & Speaker) - 2019-2020 - <https://melbourneappleadmins.org.au/>
- MacBrained San Francisco - 2018 - <http://macbrained.org/>
- X World Conference (Presentation, Workshop, & Lightning Talk) - 2017 - <https://auc.edu.au/xworld/about/>