James Smith

Systems Administrator/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

Systems Administrator, Culture Amp — 2014-2019

Culture Amp is a Series C 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 will 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

- Manage 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

- Setup and maintain office networks across four offices utilising Meraki equipment

- Produce 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

AV Technician, Immersion AV — 2011-2013

Immersion AV is a professional and corporate audio visual events company.

- Meeting with potential clients and ensuring that their needs were met when discussing future events

- Recommending the correct equipment and quoting for events to meet a clients budget

- Responsible for managing equipment inventory ensuring everything was function correctly and repairing it if necessary.

- Setting up, operating, and packing down corporate events

Sales/Service/Installation, Xero Computing — 2010-2011

Xero Computing is a boutique Apple reseller in the heart of Carlton, Melbourne

- Worked in a customer-focussed role based in technical support and sales

- Responsible for establishing and maintaining relationships with suppliers to secure new product exclusives

- Attained Apple Product Professional through Apple Sales Training Online

Speaking Engagements

- Jamf Nation User Conference (2017) - https://smithjw.me/2017/10/26/Culture-First-Onboarding/

- Melbourne Apple Admins (2018, 2017) - https://melbourneappleadmins.org.au/

- X World Conference Talk & Workshop (2017) - https://auc.edu.au/xworld/about/

- MacAdmins Podcast Speaker and Audio Engineer (2017 - current) - https://podcast.macadmins.org

- MacBrained San Francisco (2017, 2018) - http://macbrained.org/

- Melbourne Apple Admins (2017) - https://melbourneappleadmins.org.au/