James Johnson

Systems Engineer III / Senior Systems Engineer

Pasco, WA 99301

Accounts@WyattJohnson.tech

+1 509 460 1131

Professional Summary

Friendly neighborhood systems engineer; proactively preventing one outage at a time to protect our local community. Huge proponent of open source and compliance!

Authorized to work in the US for any employer

Work Experience

Systems Engineer

CBIT-Kennewick, WA

March 2025 to September 2025

Responsibilities and Duties • Manage and maintain Windows-based networks, including workstations and servers (Windows Server 2012-2025).

• Design, implement, and oversee Active Directory and Group Policy configurations.

• Administer network infrastructure, including firewalls, routing, switching, VLANs, DHCP, DNS, and SMTP.

• Maintain accurate documentation and manage ticketing from inception to resolution. This also involved ticket system automation.

• Utilize cloud platforms such as Microsoft O365 and Azure for service management and migrations.

• Troubleshoot software issues and support virtual environments using Microsoft Hyper-V.

• Configure and maintain server hardware, including RAID setups, and implement backup and disaster recovery solutions.

• Manage endpoint security, VPN configurations, wireless networks, and VoIP systems.

• Support data center operations and ISP networks.

• Participate in on-call rotations and provide multi-level helpdesk support (L1, L2, L3)

• Lead IT projects and ensure compliance with company policies and best practices

Soft Skills

• Professional and patient demeanor with strong communication abilities. Often solo in projects and in the field.

• High customer service orientation and ability to explain complex technical issues clearly.

• Effective multitasking, prioritization, and attention to detail.

• Self-motivated and capable of working independently with clear decision-making skills.

Toolset Administrator

Kalleo Technologies-Paducah, KY

October 2023 to January 2025

• Serve as primary external escalation for client communication and technical account management, preserving SLAs and driving customer satisfaction through clear status reporting and issue ownership.

• Rigorously follow and improve internal processes and documentation; produce operational runbooks, post-mortems, and change logs to enhance repeatability and auditability.

• Maintain and deepen client relationships via proactive health checks, security posture reviews, and technical guidance tied to business outcomes.

• Design, troubleshoot, and harden L2/L3 networking: DNS (zone delegation, split-horizon), subnetting, routing, NAT/PAT, and stateful packet inspection with remote desktop applications.

• Manage Microsoft 365 and Azure tenancy operations: licensing, identity and access policies (Conditional Access, MFA), Intune/Endpoint Manager configuration, and tenant security posture.

• Formal change management automation: scope changes, author RFCs, coordinate maintenance windows, and validate post-change acceptance criteria.

• Plan and execute cross-platform toolset migrations (PSA/RMM/EDR/backup/mail/security stacks), including migration runbooks, cutover coordination, and rollback plans.

• Own patch management strategy and execution: schedule maintenance windows, validate compliance (RTO/RPO), troubleshoot failures, and implement remediation automation.

• Coordinate consistent after-hours maintenance and application update windows to minimize business impact while ensuring regulatory and SLA compliance.

• Interpret and apply technical manuals, OEM guides, and vendor KBs to implement supported configurations and escalate appropriately when hardware/firmware issues arise.

• Contribute technical input to architecture and periodic review meetings; translate technical risks into mitigation plans for stakeholders.

• Train and mentor junior engineers: develop onboarding materials, lead technical training sessions, and perform regular competency assessments.

• Maintain a yearly professional development plan and pursue certifications to align team capabilities with evolving client needs and threat landscape.

• Perform other duties as required, with emphasis on preserving service continuity, security, and client trust.

Systems Engineer III / Senior Systems Engineer

Inline Computer and Communication-Richland, WA

February 2023 to October 2023

• Provided L2/L3 support for core business applications and operating systems (Windows Server, Active Directory, Linux), diagnosing root cause and restoring service with a focus on minimizing MTTR.

• Designed, implemented and tested disaster recovery and business continuity plans (backup orchestration, replication, failover testing), maintaining documented RTO/RPO targets.

• Administered and troubleshot enterprise WAN/LAN infrastructure, including routing, switching, firewall and security policy enforcement to ensure availability and segmentation.

• Implemented and supported secure remote access solutions (VPN, Terminal Services, Citrix), including capacity planning, access control and multi-factor authentication.

• Monitored environment via RMM; triaged alerts, converted incidents to prioritized service tickets and escalated per SLA.

• Maintained system documentation, runbooks and change logs; performed scheduled maintenance windows and post-change reviews.

• Communicated incident status, planned maintenance and outages to stakeholders; coordinated cross-team remediation and customer notifications.

• Scoped, estimated and quoted IT projects and change requests, producing technical proposals, BOMs and implementation timelines.

• Implementation and optimization of 60 GHZ wireless and PTMP WISP setups.

IT Manager

Advantage IT Services-Richland, WA

July 2021 to February 2023

Promoted from the Systems Administrator position. This position has lots of hats and I have it broken down into a few sections.

Sales
• Documentation of Scoping Templates
• Helping create standardized hardware and sizing

• New client scoping, pricing, and on-boarding

• Lots of client based cyber security awareness and helping understand the importance of modern security in rapid changing environments

• In-depth knowledge of agreement types, agreement profitability and utilization.

• Implementation and integration of Infrastructure opportunity management systems

Support

• In-depth on-prem MS Exchange knowledge with redundant mail servers and routing

• In-depth BCDR designs, deployments, and documentation

• Linux server administration and migrations to cloud

• Virtualization and containerization (Docker + K3s)

• L3 Networking, DNS Failover, Load Balancing + WAN Failover

• In-depth knowledge of Unifi product stack, troubleshooting + adoption, and cloud controller setups, and best practice settings

• Automated software deployments including Microsoft Office Suite

• In-depth SSL VPN, Sonic Wall SMA, and RSAS VPN knowledge and configuration

• Advanced time management and multi-tasking

• Strong focus on great customer support AND documentation

• Security incident and response management

• Constant application of OSI model when troubleshooting complex or new systems.

• Constant application of CIS controls to improve overall help-desk compliance and security

Projects

• Completed around 25 Host upgrades last year in addition to my other duties.

• Lots of 2008 R2 + SBS Migrations with in-depth domain decommissioning

• Multiple full Unifi deployments and migrations

• Multi phase project scoping based on PMI practices

• Project triaging and managing 4 other project resources for scheduling

• Multiple office moves and new construction moves

• Multi location / client expansion projects and assistance

Company Improvement

• Sea-Level MSP Operations Coaching - April 2022 to Present

• Bi-weekly coaching meetings with 5-10 hours of additional homework per week

• ConnectWise Manage Migration and Team Training

• Documentation System Migration

• Large company documentation improvement and structuring

• Daily application of 4 levers of gross margin to service desk

• 5+ Hours of focused team training per week [1 hour for 1 tech each day]

• Strong focus on ITIL / Best Practices and applying them to our service desk daily

• Strong focus on company vision, values, and improvement

• Radical Candid based management and application

Systems Administrator

Advantage IT Services-Richland, WA

April 2021 to July 2021

• Systems Administrator — maintained critical infrastructure and resolved high-priority domain and network incidents to minimize downtime.

• Led migrations of email spam filtering systems (vendor-agnostic) to improve deliverability and reduce false positives.

• Replaced legacy backup platform (ShadowProtect) with a modern backup/replication solution, improving restore reliability and RTOs.

• Rapidly deployed and configured EDR across endpoints to establish baseline detection and automated remediation.

• Executed multiple Windows Server 2008 R2 domain upgrades and consolidated SBS domains with decommission planning.

• Oversaw NAS vendor migrations and data synchronization with minimal disruption to production services.

• Managed SonicWall appliances: firewall policies, VPNs, throughput/security tuning, and license renewals.

• Scoped hardware, managed procurement, and led infrastructure projects as a single contributor/project lead.

• Focused on long-term client satisfaction and strengthening information security posture.

Cyber Security Analyst

Devfuzion-Kennewick, WA

April 2020 to April 2021

• Tier 3 Technician — Secured customer endpoints, servers, and networks; provided cross-tier escalation and technical guidance to support, projects, and engineering teams.

• Performed domain and infrastructure hardening and cleanup (AD hygiene, GPO consolidation, certificate and DNS remediation).

• Led cloud migrations and secure hybrid deployments with Azure AD, Intune, and Azure Conditional Access.

• Designed and deployed Azure MFA and Conditional Access policies to enforce least-privilege and adaptive authentication.

• Served as internal SME for ConnectWise workflows and PSA/RMM integrations to improve ticketing and remediation automation.

• Authored security documentation, IRT runbooks, and incident response procedures; supported NIST, PCI, and HIPAA compliance activities.

• Self-directed CrowdStrike Falcon training through CrowdStrike University to deepen EDR response and threat-hunting capability.

PSA / Support Technician

Teknologize-Richland, WA

April 2019 to April 2020

• Provided client IT support and led internal platform improvement projects, specializing in automation and tooling.

• Developed PowerShell automation to remediate recurring incidents and enforce standard configurations across endpoints.

• Implemented time-tracking automation via PSA/RMM integrations to automatically automation technician time and ticket activity.

• Executed domain and data cleanup initiatives using SQL queries, AD/OU hygiene scripts, and bulk change tooling.

• Built Windows deployment solutions: Appx packaging, Win32/Provisioning Package assembly (ICD/WICD/Autopilot or MDT), and BYOC imaging workflows.

• Created repeatable runbooks to reduce manual effort and standardize service desk tasks.

Support Technician

MDToolbox-Richland, WA

March 2018 to March 2019

- Led end-to-end EPCS onboarding for clinicians: guided providers through electronic prescription workflows, completed identity proofing (IDA/IAP and supplemental manual verification), and shipped/activated hardware MFA tokens to meet DEA/HIPAA compliance.

- Troubleshot EPCS enrollment issues and resolved identity-verification exceptions (manual verification), reducing provider time-to-first-prescription. Escalated complex cases to engineering/security as required.

- Managed hardware token lifecycle—inventory coordination, secure shipping, activation, and replacement—while documenting chain-of-custody and support tickets in the ticketing system.

- Delivered targeted user training and written procedures for EPCS MFA usage and troubleshooting; produced how-to documentation to lower repeat support requests.

Education

High school diploma
Science Hill High School-Johnson City, TN
January 2014 to May 2016

Skills

- SonicWALL (3 years)
- Azure (6 years)
- EHR (5 years)
- Kubernetes (3 years)
- EMR (3 years)
- Linux (3 years)
- IIS (4 years)
- Sales (4 years)
- High availability architecture (5 years)
- Unifi (6 years)
- Microsoft Windows Server (6 years)
- MariaDB (4 years)
- SharePoint (6 years)
- Microsoft SQL Server (4 years)
- VMWare (3 years)
- Active Directory (5 years)

Certifications and Licenses

Datto Certified Advanced Technician
November 2021 to November 2022

Datto Certificate Deployment Specialist
November 2021 to November 2022