RYAN JAMES

IT Support Engineer | Systems Administrator | Network Engineer

ryan@ryanjames.us | Troutman, NC (Lake Norman area) | ryanjames.us | linkedin.com/in/ryan-james02

PROFESSIONAL SUMMARY

IT support engineer with 6+ years of progressive experience across managed service providers, a HIPAA-regulated senior living community and K-12 school districts. Hands-on expertise with Microsoft 365, Entra ID, Active Directory, Intune, Windows Server, VLAN segmentation and security operations, supported by strong documentation habits in Hudu and IT Glue and daily PSA work in ConnectWise and HaloPSA. Proven ability to manage projects from requirements gathering through deployment and documentation while maintaining 24/7 on-call availability and SLA compliance. Currently building automation and AI tooling that connects MSP platforms to Claude.

TECHNICAL SKILLS

Operating Systems
Windows 10/11 • Windows Server 2012 R2–2025 • Linux / Ubuntu • macOS • iOS • ChromeOS

Cloud & Identity
Microsoft 365 • Entra ID • Active Directory • Conditional Access • SharePoint • OneDrive • Google Workspace

Security
Blackpoint CompassOne MDR • Duo • MFA • Group Policy • SPF / DKIM / DMARC • HIPAA • PCI-DSS / CDE

Hardware & Infrastructure
Cisco 2960/3650/3850/9300 • Ubiquiti UniFi • SonicWall • WatchGuard • Meraki • IDF/MDF • Rack Builds

Scripting & Automation
PowerShell • Python • Bash • HTML • Rewst • MCP / Claude integrations • GNS3

Networking
TCP/IP • DNS • DHCP • VLANs • OSPF • STP • VPN • NAT • LAN/WAN • Firewalls • QoS • VoIP

Endpoint & MDM
Microsoft Intune • Meraki MDM • Apple Business Manager • NinjaOne RMM • ConnectWise Automate & ScreenConnect

Server & Virtualization
Domain Controllers • Hyper-V • Docker • File Shares & NTFS Permissions • DNS/DHCP • Print • FTP

ITSM & Documentation
ConnectWise PSA • HaloPSA • Hudu • IT Glue • SLA & Incident Management • Root Cause Analysis • SOPs

Soft Skills
End-User Training • Stakeholder Communication • Project Management • Budget / Procurement • Vendor Management

CERTIFICATIONS

- Fortinet: Getting Started in Cybersecurity 3.0 (Jun 2026)
- Fortinet: Introduction to the Threat Landscape 3.0 (Jun 2026)
- Cisco Certificate, Mitchell Community College
- Operating Systems Certificate
- IT Foundations Certificate

PROFESSIONAL EXPERIENCE

K-12 Help Desk Consultant *Mar 2026 – Present*
QNS: Quality Network Solutions • Remote

- Provide Tier 1 and 2 technical support for K-12 school districts, resolving hardware, software, account and network issues remotely.
- Manage Google Workspace and Microsoft 365 accounts, licensing and device deployments across multiple district sites.
- Troubleshoot Windows endpoints, Chromebooks, printers and classroom technology.
- Document incidents and resolutions in HaloPSA; maintain SLA compliance and escalation procedures.
- Build onboarding and offboarding automation in Rewst for district Google Workspace environments.

IT Support Engineer *Jan 2026 – Present*

SARTech Solutions, LLC • Remote / Field, NC

- Deliver multi-client MSP support across healthcare, legal, manufacturing and municipal sectors as a field and remote engineer.
- Administer Microsoft 365 tenants, Entra ID environments and on-premises Active Directory infrastructure.
- Configure and troubleshoot Cisco, Ubiquiti and SonicWall networking equipment including VLANs, routing and wireless.
- Monitor and respond to security detections with Blackpoint CompassOne MDR; manage endpoints in NinjaOne RMM.
- Produce runbooks, SOPs and client documentation in Hudu for consistent, repeatable service delivery.

IT Administrator *Oct 2024 – Jan 2026*

The Pines at Davidson • Davidson, NC

- Sole IT administrator for a HIPAA-regulated senior living campus; owned all technology from network infrastructure through end-user support.
- Designed and executed campus-wide network segmentation across 15+ Cisco 3850 switches, creating purpose-built VLANs (staff, resident, guest, security, VoIP, CDE/PCI) and resolving DHCP scope exhaustion and spanning-tree broadcast storms.
- Led migration from Meraki MDM to Microsoft Intune; connected Apple Business Manager, configured compliance policies, piloted and deployed company-wide.
- Deployed and managed Hyper-V virtual servers including a Windows Server 2025 instance for access control; performed server decommissioning and rack documentation.
- Implemented email security hardening (SPF, DKIM, DMARC) and Active Directory password and MFA policy aligned to HIPAA requirements.
- Managed purchasing within a monthly budget; ran RFP/RFQ processes and vendor negotiations.
- Upgraded outdoor wireless (Ubiquiti U7 Outdoor), improving coverage from about 5 Mbps to 300+ Mbps in key areas.

IT Coordinator & Level 2 Support *Dec 2023 – Oct 2024*

The Pines at Davidson • Davidson, NC

- Promoted from MSP help desk to on-site coordinator; managed day-to-day IT operations and vendor relationships.
- Deployed SharePoint intranet and OneDrive file sharing; ran end-user training sessions to drive adoption.
- Standardized new-hire technology setup with AD, Microsoft 365, MFA and VPN accounts configured before start date.
- Administered the access control system including door programming and user credentialing.
- Supported board meetings (30+ attendees) and association meetings (60+ in person and virtual) with AV and conferencing technology.

Help Desk Technician, Level 1 & 2 *Nov 2022 – Dec 2023*

Nucentric Solutions (MSP) • Davidson, NC

- Sole help desk technician supporting 10+ clients across healthcare, legal, financial and municipal sectors via phone, email, remote and on-site channels.
- Achieved a zero-ticket queue, a milestone reached only once before in the company's 18-year history, through systematic triage and cradle-to-grave ownership.
- Maintained a 24/7 on-call rotation with under 45-minute priority 1 response time.
- Used ConnectWise Manage and IT Glue daily for ticket management, documentation and SOP creation.

Head of Operations, Project Manager & Lead Installer *Sep 2022 – 2023*

Autograph Kitchens • Cornelius, NC

Instructor Information Systems Assistant *2020 – 2022*
Charlotte-Mecklenburg Schools • Davidson, NC

- Supported classroom technology and assisted instructors with software configuration, AV systems and device management.
- Delivered end-user training and troubleshooting for faculty and staff across multiple school sites.

Entry Level Technician *Aug 2019 – May 2021*
Mitchell Community College • Mooresville, NC

- Provided campus-wide hardware and software support including PC imaging, OS installations and peripheral troubleshooting.
- Assisted senior technicians with network and server maintenance; gained hands-on Cisco routing/switching and Windows Server experience.

Owner & Operator *May 2023 – Present*
RJ Woodwork & Design, LLC • Mooresville, NC

- Custom cabinetry and millwork business; own project management, client communication and operations.

EDUCATION

Mitchell Community College *GPA 4.0*
Mooresville, NC

- Associate in Applied Science, Information Technology: Networking
- Information Technology Diploma; Cisco, Operating Systems and IT Foundations Certificates
- Attended full time while working full time

Western Carolina University *GPA 3.8*
Cullowhee, NC

- Computer Science; Dean's List, Fall 2018

Methodist University *2017 – 2018 • GPA 3.5*
Fayetteville, NC

- Exercise Science

Mooresville Senior High School *GPA 3.5*
Mooresville, NC

- High School Diploma

ADDITIONAL INFORMATION

- Typing speed: 63 WPM at 96% accuracy
- Industries supported: retirement communities, K-12 schools, municipal IT, law offices, dental and medical practices, investment and financial firms, manufacturing, construction, insurance agencies
- Home lab: self-hosted server and applications, local LLM, Docker, and Cisco/Ubiquiti networking sandbox