# JOSHUA RIEG

* **joshrieg@joshrieg.com** * [www.joshrieg.com](www.joshrieg.com)

**SKILLS:**

- Cisco switching and routing, RouterOS, D-link and Trendnet, and general switching knowledge.
- UniFi and PfSense security gateway knowledge
- Windows 10, 8, 7, Server 2012 R2, Server 2016, and Linux operating system knowledge
- Proxmox Virtual Environment experience
- TCP/IP knowledge
- Data Recovery
- Experience with Troubleshooting and researching computer and networking problems
- Experience with terminating RJ45, coax, and fiber cable
- Cisco Meraki, Ruckus VSCG, and Ubiquiti Unifi cloud controller knowledge
- Training/Teaching IT related subjects
- Maas360 MDM experience

**WORK EXPERIENCE:**

- *Town of Leland- I.T. Technician (April 2022-Current)*
- Handles day-to-day IT needs for the Town of Leland's employees. This includes troubleshooting general IT needs, fulfilling requests, working alongside an MSP for "hands-on" troubleshooting within their scope. Implemented MDM system to handle town owned Mobile devise. Also assists in the audio/video aspects of the town including the recording and streaming of public meetings, setting up A/V for training sessions for town employees, and troubleshooting issues and working with vendors to fix more complex issues.

- *Cape Fear Community College- Cyber Crime Instructor (August 2021- April 2022)*
- Instructed several classes of students in various IT courses. These courses included: CompTIA A+ and CompTIA Network+ certification courses, a course on cyber crime identification and patterns, Introduction to Computers and Microsoft Office, and a course covering material for EC-Council's Digital Forensics Essentials certification program. Also participated in recruitment events to help draw students to CFCC's cybercrime and IT programs.

- *Cape Fear Community College- Information Technology Associate Degree Computer Technician*
- Responsible for 200+ assets for the Computer Technology Integration Program. These assets include, servers (windows and linux), physical and virtual machines, Student and Teacher workstations, networking equipment, as well as other miscellaneous equipment. Responsible for the creating, testing, and deploying of all workstation images between semesters including software needed for each class. Creating scripts, when necessary, to assist in deploying software and other packages when needed. Assisting in the overseeing of a work-study who helps in the maintenance of the network. Deployed and trained users on a new ticketing system to help document issues within the network. Influenced purchasing of new computers and other equipment and managed the disposal of outdated equipment. Assisted in the creation of and helped maintain a virtualized lab environment for students. Set up a virtual environment for the sandbox network and converted several key servers from physical deployments to virtual ones. Responsible for the security of the department's network and monitoring of traffic for students and faculty within the network. Created a remote learning environment to aid in student education which helped to provide a seamless transition for both faculty and students from in person learning to online.

Filled in for faculty and monitored classes when needed. Attended CFCC public functions to advertise programs when needed.

- ***Epproach Communications – Network Engineer/ Tier 3 Analyst – August 2016 to 2017***
- Configured and oversaw the installation of routers, switches, and access points at fiber and load balanced networks then supported these sites. Researched new technologies to improve the end-user experience including IPv6 research, design, and implementation, new SNMP technologies to aid in faster response times, helped create Disaster Recovery documentation and protocols, as well as working on PCC implementation. Aided in the training of the support team on what to look for when troubleshooting networks. Redesigned firewalls for sites. Responsible as well for technician calls and troubleshooting with customers when a ticket was escalated to the NOC team. Helped maintain compliance with local and federal rules and regulations.
- ***Epproach Communications – Client Support Technician – April 2016 to August 2016***
- Worked with 50,000+ clients over 250 properties supporting and troubleshooting wireless technologies. Including authorizing devices onto the network, diagnosing causes for poor signal, frequent disconnections, and slow speeds. Regularly created personal networks, teaching clients how to connect to the networks, as well as how to resolve simple issues they would be able to do themselves. Worked as a liaison with ISPs to resolve issues on fiber, modem, and hybrid sites.
- ***Cape Fear Community College- IT Facilitator and Tutor-August 2015 to August 2016***
- Assisted in the educational development of 100+ students in several subjects. Subjects included Cisco networking, Network and Computer Security, Computer Hardware and Software Support, Computer Forensics, Microsoft Office, as well as Programming and Logic courses.

## EDUCATION:

### *East Carolina University; Greenville NC – May 2021*
- B.S. Industrial Technology – Concentration in Information Technology (*Magna Cum Laude*)

### *Cape Fear Community College; Wilmington NC - May 2016*
- A.A.S in Computer Technology Integration
- Information Systems Security, Network Administration, Information Technology Diploma
- Computer Forensics, Information Systems Security, Network Technology, and Operating Systems Administration Certificates

### *Cape Fear Community College; Wilmington NC - May 2015*
- A.A.S in Computer Information Technology
- Certificate Cisco Networking