

## **JOSHUA RIEG**

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### **CERTIFICATIONS & SKILLS**

#### **Networking & Infrastructure:**

- Cisco switching and routing; RouterOS; D-Link and Trendnet switching
- UniFi and PfSense security gateways
- Cisco Meraki, Ruckus VSCG, and Ubiquiti UniFi cloud controllers
- TCP/IP, cable termination (RJ45, coax, fiber)

#### **Systems & Administration:**

- Windows 11/10, Server 2012 R2 & 2016
- Proxmox, Linux administration
- Active Directory (on-prem & Azure AD), Entra, Exchange
- SharePoint Administration
- Intune planning and migration
- Data Recovery

#### **Automation & Applications:**

- Power Apps, Power Automate
- Maas360
- Cognito Forms
- Microsoft Admin Centers/Entra

#### **General Skills:**

- Troubleshooting and root-cause analysis for complex computer and networking issues
- Experience designing workflows, improving processes, and researching new technologies

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## PROFESSIONAL EXPERIENCE

### Town of Leland — Associate Systems Administrator

*Responsible for access control, Active Directory environments, and Microsoft cloud services.*

- Maintained on-prem and cloud Active Directory servers, Entra, and Exchange.
  - Participated in major IT projects including a town-wide network upgrade and an access control overhaul.
  - Led the Laserfiche on-prem to cloud migration and the staff Citrix VDI to local workstation transition.
  - Designed and developed multiple Power Apps and automated workflows for onboarding/offboarding, contract reviews, IT order requests, department requisition requests, invoice processing, PO tracking, hardware/software/license tracking, and Fire Department pre-incident survey operations.
  - Identified and resolved a long-standing audio system issue at the Leland Cultural Arts Center, saving the Town thousands of dollars.
  - Engineered a method to remotely record and stream Council/Board meetings during Town Hall renovations.
  - Implemented SSO and SCIM integrations for various applications.
  - Served as SharePoint Administrator and led a cross-departmental initiative to improve SharePoint usage and structure.
  - Participated in the Town's wellness committee to improve staff training and well-being.
  - Authored and presented a proposal to migrate staff from Active Directory to Intune (later adopted).
  - Curated KnowBe4 cybersecurity awareness training.
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## **Town of Leland — Helpdesk Technician**

*Supported 200 staff members, including first responders and Town Council.*

- Delivered technical support while coordinating closely with the MSP.
  - Provided onboarding training on SharePoint, Outlook, Teams, Office applications, Laserfiche, and conference room technology.
  - Created onboarding/offboarding workflows and improved access control system processes.
  - Enhanced the recording and streaming workflow for board and Council meetings.
  - Procured mobile devices and software licenses; improved MDM configuration and security.
  - Improved security for internal forms and implemented an IT ticketing system.
  - Curated KnowBe4 training for staff.
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## **Cape Fear Community College — Cyber Crime Instructor**

- Taught CompTIA A+, Network+, cybercrime investigation, Introduction to Computers, Microsoft Office, and EC-Council Digital Forensics Essentials content.
  - Represented CFCC at recruitment events for cybersecurity and IT programs.
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## **Cape Fear Community College — Information Technology Associate Degree Computer Technician**

- Managed 200+ assets including servers (Windows & Linux), workstations, virtual machines, and networking equipment.
- Created, tested, and deployed workstation images each semester.
- Developed scripts to deploy software and updates efficiently.
- Supervised a work-study student assisting with network maintenance.
- Deployed and trained users on a new ticketing system.
- Influenced technology purchasing decisions and managed disposal of outdated equipment.

- Helped create and maintain a virtualized lab environment and a sandbox network.
  - Converted several physical servers to virtual machines.
  - Monitored network security and traffic.
  - Created a remote learning environment enabling seamless transition to online instruction.
  - Provided classroom support and represented CFCC at public events.
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### **Approach Communications — Network Engineer / Tier 3 Analyst (*Aug 2016 – 2017*)**

- Configured and supported routers, switches, and access points in fiber and load-balanced networks.
  - Conducted IPv6 research, design, and implementation.
  - Evaluated new SNMP technologies to improve response times.
  - Contributed to Disaster Recovery documentation and PCC implementation.
  - Trained support technicians on advanced troubleshooting.
  - Redesigned firewalls and provided escalated NOC support.
  - Ensured compliance with local and federal regulations.
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### **Approach Communications — Client Support Technician (*Apr 2016 – Aug 2016*)**

- Provided support for 50,000+ clients across 250+ properties.
  - Authorized devices, diagnosed signal issues, and resolved connectivity problems.
  - Helped customers understand wireless technologies and troubleshoot issues.
  - Coordinated with ISPs to resolve issues across fiber, modem, and hybrid sites.
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### **Cape Fear Community College — IT Facilitator & Tutor (*Aug 2015 – Aug 2016*)**

- Supported the academic development of 100+ students.
- Tutored in Cisco networking, network security, computer support, computer forensics, Microsoft Office, and programming logic.

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## EDUCATION

### **East Carolina University — Greenville, NC (*May 2021*)**

B.S. Industrial Technology (Concentration: Information Technology) — *Magna Cum Laude*

### **Cape Fear Community College — Wilmington, NC (*May 2016*)**

A.A.S. in Computer Technology Integration

Diplomas/Certificates in:

- Information Systems Security
- Network Administration
- Information Technology
- Computer Forensics
- OS Administration
- Network Technology

### **Cape Fear Community College — Wilmington, NC (*May 2015*)**

A.A.S. in Computer Information Technology

Certificate in Cisco Networking

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## AWARDS & RECOGNITION — Town of Leland

- Spot Award
- Service Excellence Award (x2)
- Communication Award
- Recognized **42 additional times** by peers for outstanding performance

## Certifications

- Maas360 System Administrator

- AZ-900
- MS-900
- FEMA ICS 100, 200, 700, 800
- Active CJIS (Criminal Justice Information Services) Certification