

JOSHUA RIEG

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PROFESSIONAL SUMMARY

IT professional with hands-on experience supporting and securing production systems in public-sector environments. Background includes operational IT support, network and firewall administration, endpoint security management, and cybersecurity instruction. Experienced working in regulated, high-availability environments where system reliability, documentation, and risk awareness are critical. Seeking to apply operational and cybersecurity experience in an Operations Cybersecurity Analyst role.

CORE SKILLS

- Network fundamentals (TCP/IP, switching, routing)
 - Firewall and gateway administration (experience with pfSense, UniFi Security Gateway, Cisco, Mikrotik)
 - Endpoint management and device security (MDM)
 - Windows and Linux systems administration
 - Virtualization (Proxmox VE)
 - Network monitoring and troubleshooting
 - Cybersecurity fundamentals and threat awareness
 - Documentation and change tracking
 - Vendor and MSP coordination
 - Microsoft 365 administration (Admin Center, Exchange Online, Microsoft Defender, Purview)
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PROFESSIONAL EXPERIENCE

Town of Leland — IT Technician (*April 2022-October 2023*) **Associate Systems Administrator** (*October 2023-Present*)

- Reviewed and investigated user accounts when potential security breaches were identified, documenting findings and actions taken.
 - Support and maintain IT systems used for daily municipal operations, prioritizing availability, reliability, and security
 - Serve as on-site technical owner for systems supported in coordination with a managed service provider, providing hands-on troubleshooting and implementation within scope
 - Implemented and administered a Mobile Device Management (MDM) solution to manage and secure town-owned mobile devices
 - Troubleshoot and resolve hardware, software, and network issues across user workstations and infrastructure
 - Assist with audio/visual systems used for public meetings, including recording and live streaming, ensuring reliable operation and controlled access
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Cape Fear Community College — Cyber Crime Instructor

August 2021 – April 2022

- Delivered instruction on CompTIA A+, CompTIA Network+, cybercrime identification and patterns, and digital forensics fundamentals
 - Taught cybersecurity concepts including threat identification, attack patterns, and defensive principles
 - Provided foundational education on networking and system security concepts applicable to real-world environments
 - Participated in recruitment and outreach activities for cybersecurity and technology programs
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Cape Fear Community College — Computer Technician / IT Support

October 2017-August 2021

- Supported departmental IT infrastructure including Windows and Linux servers, physical and virtual machines, workstations, and networking equipment
 - Responsible for the security and monitoring of departmental networks used by faculty and students
 - Created, tested, and deployed standardized workstation images between academic terms
 - Assisted with virtualization initiatives, including converting physical servers to virtual machines and maintaining a virtual lab environment
 - Deployed and trained users on a ticketing system to improve issue tracking and documentation
 - Influenced purchasing decisions and managed disposal of outdated equipment
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Approach Communications — Network Engineer / Tier 3 Analyst

August 2016 – 2017

- Supported and troubleshoot customer networks and infrastructure
 - Assisted with firewall redesigns and network improvements
 - Researched and evaluated new networking technologies
 - Contributed to disaster recovery documentation and support processes
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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

Cape Fear Community College — Wilmington, NC (May 2015) A.A.S. in Computer
Information Tech

ADDITIONAL INFORMATION

- Experience working in public-sector and educational environments with regulatory and accountability requirements
- Comfortable documenting systems, changes, and troubleshooting steps
- Strong communication skills developed through instructional and support roles