

JOSHUA RIEG

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CORE SKILLS

- Network fundamentals (TCP/IP, switching, routing)
- Firewall and gateway administration (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
- SharePoint Administration
- Microsoft 365 administration (Exchange Online, Defender, Purview)

PROFESSIONAL EXPERIENCE

Town of Leland | Associate Systems Administrator

April 2022 – Present

- Investigate user accounts and security-related incidents.
- Support and maintain municipal IT systems with a focus on availability and security.
- Coordinate with managed service providers and serve as technical owner for supported systems.
- Implemented and administer Mobile Device Management (MDM) solutions.
- Troubleshoot hardware, software, and network issues.
- Support public meeting audio/video, recording, and livestream systems.

Cape Fear Community College | Cyber Crime Instructor

August 2021 – April 2022

- Delivered instruction on CompTIA A+, Network+, cybercrime, and digital forensics.
- Taught cybersecurity concepts, threat identification, and defensive practices.
- Provided foundational networking and systems security education.
- Participated in recruitment and outreach activities.

Cape Fear Community College | Computer Technician / IT Support

October 2017 – August 2021

- Supported Windows and Linux infrastructure.
- Monitored and secured departmental networks.
- Created and deployed workstation images.

- Assisted with virtualization initiatives.
- Trained users on ticketing systems and documentation processes.

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 networking technologies.
- Contributed to disaster recovery documentation.

EDUCATION

ADDITIONAL INFORMATION

East Carolina University — B.S. Industrial Technology (Information Technology), Magna Cum Laude (2021)

Cape Fear Community College — A.A.S. Computer Technology Integration (2016)

Cape Fear Community College — A.A.S. Computer Information Technology (2015)

- Experience in public-sector and educational environments.
- Strong documentation and troubleshooting skills.
- Excellent communication skills from instructional and support roles.