

JOSHUA RIEG

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PROFESSIONAL SUMMARY

Systems Administrator with 9+ years of experience supporting municipal government, higher education, and managed service environments. Experienced in Microsoft 365 administration, identity and access management, network infrastructure, business process automation, cybersecurity, and enterprise application administration. Proven success designing and implementing technology solutions that improve operational efficiency, strengthen security, support regulatory compliance, and modernize business processes.

CORE COMPETENCIES

Microsoft 365 • Exchange Online • Entra ID • SharePoint Online • Teams • Defender • Purview
Power Apps • Power Automate • Power BI • Laserfiche Administration • Cognito Forms SSO • SCIM
Provisioning • Conditional Access • Identity Management • MaaS360 Windows Server • Active
Directory • Linux • Proxmox • Virtualization Cisco • UniFi • MikroTik • pfSense • Routing • Switching
• VPNs

PROFESSIONAL EXPERIENCE

Town of Leland | Associate Systems Administrator April 2022 – Present

Administer and support technology services for approximately 230 municipal employees across Town Hall, the Leland Cultural Arts Center, Municipal Operations Center, three fire stations, and public park facilities.

Administer Microsoft 365 services including Exchange Online, Entra ID, SharePoint Online, Purview, Teams, shared mailboxes, distribution groups, mail-enabled security groups, and identity lifecycle management for more than 300 mailbox-enabled accounts and groups.

Manage identity and access solutions including Single Sign-On (SSO), SCIM provisioning, Conditional Access policies, and Microsoft security controls.

Participated in planning and execution of the organization's migration from Exchange-only and Office E3 licensing to Microsoft 365 E5 and F3 licensing.

Administer and maintain Laserfiche document management systems, forms, workflows, and business process automation solutions.

Led implementation and ongoing administration of IBM MaaS360 managing approximately 300 municipal-owned mobile devices.

Designed and developed eight production Power Apps used across multiple municipal departments.

Develop and maintain 30+ Power Automate workflows supporting onboarding, invoices, contracts, public records, compliance, and departmental operations.

Created and maintained automated solutions using Microsoft Forms, Cognito Forms, and Laserfiche Forms.

Developed workflow solutions supporting public safety operations and regulatory compliance requirements.

Participated in multiple organization-wide network modernization projects involving switching, wireless infrastructure, firewall upgrades, and connectivity improvements.

Support public meeting livestreaming, recording, and broadcast infrastructure.

Serve as technical lead and liaison for software vendors, MSPs, and third-party technology partners.

Cape Fear Community College | Adjunct Instructor 2022 – Present

Teach college-level courses in virtualization, Windows Server administration, networking, advanced LAN technologies, and cloud infrastructure.

Develop and maintain hands-on Proxmox virtualization labs and technical course materials.

Create curriculum, assessments, and training resources aligned with workforce and industry standards.

Mentor students pursuing careers in systems administration, networking, and cybersecurity.

Cape Fear Community College | Cyber Crime Instructor Aug 2021 – Apr 2022

Delivered instruction on CompTIA A+, Network+, cybercrime, digital forensics, and cybersecurity concepts.

Taught threat identification, defensive practices, networking fundamentals, and systems security principles.

Cape Fear Community College | Computer Technician / IT Support Oct 2017 – Aug 2021

Supported Windows and Linux infrastructure across academic and administrative environments.

Managed workstation deployments, virtualization initiatives, DNS administration, and SSL certificate management.

Monitored and secured departmental networks and technology systems.

Epoch Communications | Network Engineer / Tier 3 Analyst Aug 2016 – 2017

Supported customer network infrastructure and enterprise systems.

Assisted with firewall redesigns, network improvements, disaster recovery planning, and technical documentation.

Utilized Salesforce and ITarian platforms to support customer operations.

SELECTED PROJECTS

Developed Power Platform solutions for invoice processing, onboarding, requisitions, contract reviews, public records requests, and compliance workflows.

Implemented and administered MaaS360 mobile device management for approximately 300 municipal devices.

Administer Microsoft 365 identity, collaboration, messaging, and security services.

Designed and maintained Proxmox-based instructional lab environments supporting networking and systems administration coursework.

EDUCATION

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)

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900)

Microsoft 365 Fundamentals (MS-900)

IBM MaaS360 Administrator

CompTIA Security+ (Previously Certified – Renewal Planned)

CompTIA Network+ (Expired)

CompTIA A+ (Expired)