

Joshua Jacks

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SUMMARY

Infrastructure-focused systems professional with hands-on experience in enterprise Linux administration, hybrid cloud operations, and network engineering across government, healthcare, and MSP environments. Proven track record managing RHEL EC2 fleets, executing Ansible-driven patching pipelines, and supporting production systems for DHS-level mission-critical infrastructure. Demonstrated ability to build automation tooling, reduce operational overhead, and troubleshoot complex multi-platform environments. Actively building home lab infrastructure running self-hosted services on Proxmox with Docker, PostgreSQL, and Nginx — bridging sysadmin depth with emerging cloud engineering skills.

EXPERIENCE

Peraton — OBIM Project (DHS HART) | Remote Jun 2025 – Dec 2025

NOC Engineer II / Systems Operations Engineer

- Administered and patched a fleet of 300+ RHEL 9 EC2 instances across AWS-hosted production and development environments, executing alternating daily patching windows Monday–Thursday using Red Hat Satellite for patch curation and Ansible playbooks for automated deployment.
- Managed pre- and post-patch validation workflows including manual service shutdown, playbook execution, and full environment health checks via Splunk dashboards — ensuring zero unplanned downtime across patching cycles.
- Served as incident commander for production outages: opened and facilitated bridges, distributed FYSA/status advisories to government stakeholders, coordinated change approval with DHS officials via formal email change requests, and maintained complete incident documentation throughout resolution.
- Managed RHEL user access, service lifecycle (start/stop/restart), and identity provisioning through Red Hat IdM and CyberArk PAM, including bastion-based access management for EC2 instances and Ansible Tower.
- Collaborated directly with senior systems engineers to redesign Ansible playbooks originally written for RHEL 8, contributing operational insight and acting as liaison between NOC engineers and the automation team during the RHEL 9 migration.

American Specialty Health | San Diego, CA (Hybrid) Jun 2024 – Jun 2025 / Mar 2026 – Present

Systems Support Technician — Hybrid Cloud Operations

- Resolved 1,500+ tickets in the first 7 months, ranking #1 on an 8-person team — covering hardware, software, identity, and proprietary application issues across a 1,700+ remote employee environment.
- Managed identity and access administration across on-premises Active Directory and Azure AD/Entra ID, including SSO group assignments, user provisioning, and cross-platform account troubleshooting.
- Participated in Windows 10 → 11 enterprise migration pilot: imaged and deployed upgraded endpoints, coordinated user onboarding, and relayed reproduction steps for image defects back to the infrastructure team for refinement.
- Attend Change Advisory Board (CAB) meetings and contribute to infrastructure-level troubleshooting across the organization's Indiana and San Diego locations, expanding scope beyond end-user support into operational change management.
- Rehired directly by management following contract-end layoff at Peraton, with no formal interview process — reflecting strong performance and institutional trust.

Wirestar Networks | College Station, TX Jan 2023 – May 2024

Network Support Specialist

- Supported network infrastructure across ~100 SMB clients and ~70 active apartment complex deployments, managing routers, switches, VLANs, wireless access points, and fiber/copper break-fix across diverse physical environments.
- Configured and managed VLANs for vendor network segmentation in MDFs — including tagging switchports for security camera systems and other third-party equipment across multi-tenant residential deployments.
- Deployed and administered Cisco BroadSoft VOIP systems: configured dial plans, call routing, hunt groups, and voicemail on Polycom endpoints and in the PBX platform for SMB clients.

- Designed and deployed a Google Apps Script automation that reduced on-call schedule management from ~1 hour to under 5 minutes per update — auto-syncing a structured Google Sheet to Google Calendar via the Maps API, adding technicians as guests to their assigned shifts. Maintained monthly to accommodate frequent team changes.
- Collaborated with on-site technicians (in-house and contracted) as remote escalation point for fiber and copper troubleshooting, WAP RF optimization, and point-to-point radio alignment across complex residential layouts.

Texas A&M College of Engineering | College Station, TX Feb 2019 – Dec 2022

Student Technician III

- Supported 30–40 engineering research labs across Biomedical and Industrial Systems Engineering, maintaining Windows workstations connected to specialized scientific instrumentation.
- Managed endpoint imaging, software deployment, and configuration standardization across multi-lab environments — reducing support variance and improving deployment repeatability.
- Documented workstation configurations and troubleshooting procedures, building a support knowledge base that improved consistency across the team.

HOME LAB / INFRASTRUCTURE

Self-Hosted Proxmox Infrastructure | joshuaajacks.com

- Operate a Proxmox hypervisor hosting multiple isolated Linux containers with workload separation across services — mirroring a production-style tiered architecture for hands-on infrastructure practice.
- Deploy and manage Docker containers for persistent services including PostgreSQL databases and application backends, with Nginx configured as a reverse proxy for internal service routing.
- Manage external DNS, SSL certificate provisioning, and domain routing via Cloudflare — handling the full network path from public DNS resolution to internal service delivery.
- Wrote Python automation scripts for data ingestion, transformation, and database loading pipelines — applying scripting toward operational automation and infrastructure tooling.

EDUCATION

Texas A&M University College Station, TX

B.B.A. Management Information Systems | Minor — Cybersecurity

CERTIFICATIONS

AZ-900 Microsoft Azure Fundamentals | CompTIA Network+ | AWS Solutions Architect Associate (*In Progress*)

TECHNICAL SKILLS

Operating Systems: RHEL 9, Rocky Linux, Debian/Ubuntu, Windows Server

Cloud: AWS (EC2, IAM, VPC), Microsoft Azure, Azure AD/Entra ID

Infrastructure: Proxmox, Docker, VMware, Red Hat Satellite, Ansible, Nginx

Identity & Access: Red Hat IdM, CyberArk PAM, Active Directory, SSO/SAML

Networking: TCP/IP, DNS, DHCP, VLANs, VPNs, Cisco BroadSoft VOIP, WAP/RF, Fiber/Copper

Monitoring & ITSM: Splunk, ServiceNow, PagerDuty, SCCM

Scripting & Automation: Bash, PowerShell, Python, Google Apps Script

Databases: PostgreSQL

Currently Learning: Terraform, Ansible (advanced), AWS SysOps Administrator