

DOUGLAS IRWIN

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SUMMARY

IT Systems Administrator with 5+ years in public-sector and regulated environments — county government, a ten-county judicial district, municipal, and a financial institution. Hands-on with Windows and Linux server administration, district-scale network and cabling projects, virtualization, endpoint deployment, AV/VoIP, and incident response under real deadlines. Completing a B.S. in Cybersecurity; bilingual English/Spanish; FAA Part 107 certified.

TECHNICAL SKILLS

Systems & Infrastructure: Windows Server, Active Directory, Microsoft 365 and Google Workspace administration, Linux, macOS, endpoint imaging and deployment, Proxmox, VMware, Docker, VPS administration, backup and recovery

Network & Security: LAN/WAN, VLAN configuration, structured cabling design and documentation, patch panel builds, wired/wireless troubleshooting, VoIP, AV/videoconferencing, Nginx reverse proxy, endpoint protection, incident response, patch management

Tooling & Other: ServiceNow and helpdesk ticketing, PowerShell, Python, Bash, JavaScript, Git/GitHub, MSI packaging, UAV operations (FAA Part 107), Spanish/English interpretation

CERTIFICATIONS

FAA Part 107 Remote Pilot (sUAS) • Google IT Support Professional (2021) • CompTIA A+ (2022) • ITIL 4 Foundation (2023)

PROFESSIONAL EXPERIENCE

Madison County, Idaho January 2026 – August 2026
IT Systems Administrator Rexburg, ID

- Promoted from IT Support Specialist to IT Systems Administrator within the first week; administered server, network, and endpoint infrastructure countywide.
- Installed and integrated courtroom digital evidence presentation equipment, coordinating with the Idaho Supreme Court to enable an audio handoff into the state system.
- Administered AV, videoconferencing, and VoIP systems across county facilities; managed endpoint deployment and imaging, software license pools, and helpdesk ticket resolution.
- Researched AI adoption for county workflows at leadership's direction, evaluating self-hosted tooling for county digital-media needs.

UplinkSync LLC October 2025 – Present
Owner / Principal IT Consultant Idaho Falls, ID

- Provide managed IT services to small-business clients — a real estate brokerage, a martial arts academy, and a web services client — covering network setup, endpoint support, and website deployment.
- Deploy and maintain containerized applications and VPS infrastructure (Docker, Nginx reverse proxy) supporting client-facing services.

Idaho Supreme Court April 2023 – January 2026
Field Service Technician, 7th Judicial District Idaho Falls, ID

- Served as the district point of contact during the July 2024 CrowdStrike outage — restored 9 of 10 county sites to service by end of day and the final site the following business morning.
- Supported four courthouse construction projects: renovations in Bingham, Bonneville, and Jefferson counties, and a new courthouse in Custer County.
- Collected floor plans from all ten counties and drafted visual cabling layouts used to plan network runs and coordinate vendor installations.
- Managed a district-wide hardware refresh and migrated all ten counties from county email systems to state email.
- Built a custom MSI installer for a vendor-supplied jury questionnaire scanning tool that shipped without one, cutting 55+ minutes of installation and configuration per deployment.
- Supported judges, clerks, and court staff across ten courthouse sites, including on-site livestream and courtroom technology support for high-profile proceedings under national media coverage.

El Dorado Hills Community Service District August 2022 – March 2023
Information Systems Technician El Dorado Hills, CA

- Advised and supported district users on IT systems; maintained hardware/software inventory and ran AV for weekly public meetings.

CRI Advantage October 2021 – April 2022
Field Service Technician Idaho Falls, ID

- Imaged, deployed, and repaired desktops and laptops in a government business enterprise environment; completed Dell warranty-repair training and performed in-warranty component replacements.
- Tracked all phases of technical support in ServiceNow; performed daily wired and wireless network troubleshooting.

City of Rexburg April 2021 – October 2021
IT Support Technician Rexburg, ID

- Diagnosed and resolved Windows issues for city employees, set up new hardware and software, and applied city data-integrity and access-control standards.

EDUCATION

Western Governors University | B.S., Cybersecurity and Information Assurance Expected 2027

DevMountain | Web Development Bootcamp 2015