DOUG IRWIN

Systems Administrator — infrastructure, identity and automation

Lehi, Utah | Available now | On-site, hybrid or remote
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SUMMARY

Systems administrator with about five years of IT experience across county government, a ten-county state court district, a city, a community services district and a small-business IT practice. Ran Windows Server, Active Directory and Microsoft 365 / Entra ID for 150–300 county users, and brought 9 of 10 courthouse sites back the same day after the July 2024 CrowdStrike outage. Builds automation and self-hosted infrastructure with PowerShell, Docker and Linux.

TECHNICAL SKILLS

Identity & Systems: Windows Server, Active Directory, Microsoft 365, Microsoft Entra ID (Azure AD), Google Workspace, Linux, macOS
Infrastructure & Network: Docker, Proxmox, Hostinger and Google Cloud VPS, Nginx, LAN/WAN, VLANs, VPN, DNS, DHCP, firewalls
Endpoints & Remote Access: imaging, patching, endpoint protection, Meraki MDM, Amazon WorkSpaces/AppStream 2.0
Voice, AV & Tools: VoIP, videoconferencing, courtroom AV, ServiceNow, RMM/PSA tools, PowerShell, Bash, Python, Git/GitHub

PROFESSIONAL EXPERIENCE

Owner / Principal Consultant | UplinkSync LLC **Oct 2025 – Present**

- Serving small-business clients; LLC formed Feb 2026.
- Provide managed IT for three small-business clients: network setup, endpoint support and Microsoft Entra ID.
- Deploy and maintain containerized client applications (Docker) on VPS infrastructure behind an Nginx reverse proxy.

IT Systems Administrator (hired as IT Support Specialist) | Madison County, Rexburg, ID **Jan 2026 – Aug 2026**

- Promoted within the first week; administered Windows Server, Active Directory, network and endpoints for 150–300 users.
- Managed user identities, licensing and access in Microsoft Entra ID (Azure AD) and Microsoft 365.
- Ran endpoint imaging and deployment, software license pools and help desk ticket resolution.
- Ran AV, videoconferencing and VoIP; installed courtroom evidence-presentation gear with an audio handoff to the state system.

Field Service Technician, 7th Judicial District | Idaho Supreme Court (Idaho Courts), Idaho Falls, ID **Apr 2023 – Jan 2026**

- Supported judges, clerks and staff at ten courthouses, including courtroom tech for proceedings under national media coverage.
- District point of contact in the July 2024 CrowdStrike outage: 9 of 10 sites restored the same day, the last the next morning.
- Built a custom MSI installer for a vendor jury-questionnaire tool that shipped without one, saving 55+ minutes per deployment.
- Supported Active Directory, VPN, Amazon WorkSpaces/AppStream 2.0 virtual desktops and Adobe Acrobat DC.
- Migrated all ten counties from county email to state email; managed a district-wide hardware refresh.
- Supported four courthouse construction projects; drafted cabling layouts from ten counties' floor plans to plan network runs.

Information Systems Technician (part-time) | El Dorado Hills CSD, El Dorado Hills, CA **Aug 2022 – Mar 2023**

- Supported users, managed mobile devices in Cisco Meraki Systems Manager, kept inventory and ran AV for weekly events.

Field Service Technician | CRI Advantage, Idaho Falls, ID **Oct 2021 – Apr 2022**

- Imaged, deployed and repaired government desktops and laptops (incl. Dell warranty repairs); tracked work in ServiceNow.

IT Support Technician | City of Rexburg, Rexburg, ID **Apr 2021 – Oct 2021**

- Resolved Windows and Active Directory issues, set up hardware and software, and applied city data-access standards.

HOME LAB & PROJECTS

Home lab: personal Proxmox/UniFi lab linked to Google Cloud and Hostinger VPS via Headscale; runs Authentik SSO/OIDC, Vault, n8n.
Also: small-business websites through UplinkSync, designed and directed by me and built with AI coding agents under my review.

CERTIFICATIONS & TRAINING

Certifications: CompTIA A+ (active to Jul 2028) • ITIL 4 Foundation (2023) • Google IT Support Professional (2021)
License: FAA Part 107 Remote Pilot Certificate
Training: Cybersecurity Defense Initiative: Cybersecurity First Responder (2025), Cybersecurity Proactive Defense (2024), 32 hours each

EDUCATION & LANGUAGES

Western Governors University | B.S., Cybersecurity and Information Assurance **Expected 2027**
DevMountain | Web Development Bootcamp, Provo, UT **2015**
Languages: English (native), Spanish (working proficiency)