

W. Andrew Kirkman

IT Professional

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S U M M A R Y

I'm an experienced Systems and Network Administrator with focus on Windows Server 2012 and newer, Active Directory, PowerShell, Microsoft 365, Microsoft Azure, Google Workspace, Hyper-V, Microsoft Endpoint Configuration Manager, and IP telephony with the Asterisk PBX and Avaya IP Office. I'm also experienced in various *nix operating systems such as Linux, FreeBSD, MacOS and OpenSolaris/OpenIndiana. I've designed networks to cover geographically dispersed office locations and integrated networks and application data as a result of M&A.

E X P E R I E N C E

LAN Administrator and System Support Services

Campbell County Board of Education - Alexandria, Kentucky
September 2017 - present

- School district: 5500 users, 9 sites
- Managed Active Directory objects for one domain in a forest of 174
- Administered Microsoft 365 tenant in a hybrid cloud configuration
- Managed ~30 highly available Hyper-V virtual machines
- Maintained onsite and offsite backup data with Veeam Backup and Replication
- Maintained base images and task sequences for OS deployment in Microsoft Endpoint Configuration Manager
- Managed software updates with PDQ Deploy and PDQ Inventory
- Managed Avaya IP Office Server Edition telephony environment
- Maintained and configured Extreme Networks networking equipment at all sites (SecureStack B-Series, Summit, ExtremeWireless, Enterasys S4 core chassis)
- Oversaw migration of switching infrastructure from legacy Enterasys SecureStack devices to ExtremeXOS-based Summit switches
- Automated the management of student Active Directory accounts based on enrollment data from the Infinite Campus SIS using Windows PowerShell
- Integrated data and telecom services in the course of merging an independent school district with the county school district
- Worked to introduce data interoperability between applications based on data entered in systems of record (Infinite Campus SIS and Munis by Tyler Technologies) by writing helper scripts and SQL queries against a Microsoft SQL Server instance
- Designed and implemented centralized multicast IPTV distribution system to replace analog cable TV distribution racks at remote sites

Information Technology Specialist II

Henry County Public Schools - New Castle, Kentucky
October 2013 - August 2017

- School district: 2300 users, 20+ servers, 1200 workstations, 6 sites
- Managed Active Directory objects for one domain in a forest of 174
- Provided file and print services for all users using Windows Server 2012 R2 and Windows Server 2016 SMB
- Built new Windows Hyper-V failover cluster with 2 VM hosts and 1 storage host using Microsoft iSCSI target on Windows Server 2012 R2 over 10GbE
- Managed 20+ highly available Hyper-V virtual machines
- Developed proficiency in Windows PowerShell
- Deployed Microsoft Endpoint Configuration Manager districtwide for OS deployment, software management, and configuration baseline enforcement
- Backed up all important data using System Center Data Protection Manager (DPM)
- Supported district's MS SQL 2012 server for use by finance department applications
- Maintained and configured Extreme Networks networking equipment at all sites, including SecureStack C-Series switches and Enterasys SSA core
- Implemented secure 802.1X wireless access for district-owned devices using ADACS and Windows NPS
- Supported BYOD environment with network vendor's access control solution in tandem with Windows NPS RADIUS server
- Implemented monitoring systems using The Dude and Cacti to receive and respond to outage alerts in a proactive manner
- Worked with vendors to design, procure, install, and configure Avaya IP Office PBX telephone system to be used districtwide
- Managed 700 Chrome OS devices using Google's G Suite for Education
- Served on committee to plan and implement 1:1 technology initiative

Technology Consultant

Myriad CPA Group (now Alexander Thompson Arnold PLLC) - Owensboro, Kentucky
June 2013

- CPA firm: 50 users, 12 servers, 40 workstations, 3 sites
- Designed and implemented Hyper-V failover cluster with 2 VM hosts and 1 storage host, all on Windows Server 2012
- Assisted technology director with implementing twin Remote Desktop server VMs with round robin access via Remote Desktop Gateway
- Implemented User Profile Disks for users on Remote Desktop servers
- Migrated data on all servers to new storage appliance running FreeNAS
- Implemented UniTrends backup solution for all servers with a local copy on premises and offsite replication target
- Performed V2V operation of VMware guests to Hyper-V hosts
- Installed and configured MS SQL Server 2012 for use by business applications

Help Desk Technician

Owensboro Public Schools - Owensboro, Kentucky
July 2012 - September 2013

- High school: 1200 users, 1300 workstations, 1 site
- Responded to student and staff help desk tickets in a 1:1 environment
- Mentored high school students seeking experience toward a potential IT career
- Assisted faculty with troubleshooting Windows PCs, projectors, and other classroom tools
- Escalated tickets to district technology department as needed
- Assisted district technology staff in organization, rollout, and collection of student assets at year beginning and end
- Applied OS images to Apple machines using DeployStudio
- Assisted with setting up and operating audiovisual and stage equipment for performances, productions, assemblies, and gatherings

Technical Support Specialist

Myriad CPA Group (now Alexander Thompson Arnold PLLC) - Owensboro, Kentucky
October 2009 - July 2012

- CPA firm: 45 users, 40 workstations, 9 servers, 3 sites
- Managed Active Directory domain
- Migrated firm from Small Business Server 2003 to Windows Server 2008 R2
- Installed, configured, and maintained on-premises Exchange 2010 server; migrated all user mailboxes from SBS 2003 Exchange server
- Provided file and print services to all users with Windows Server 2008 SMB and Nexenta Core Platform (OpenSolaris kernel with Debian userland)
- Configured secondary file server to use ZFS with a raidz3 pool and wrote script to automatically manage and send ZFS snapshots to offsite backup
- Supported Remote Desktop server for all users on Windows Server 2008
- Maintained and configured Linux-based HP thin clients at all user workstations
- Managed Linux virtual servers on VMware ESXi 4.1
- Hosted firm web site and intranet site on premises using CentOS and the LAMP stack
- Installed and configured ESVA virtual appliance for filtering spam and viruses from incoming mail
- Supported business applications such as CCH ProSystem fx Tax, ProSystem fx Engagement, ProSystem fx Practice, Thomson Reuters Creative Solutions Accounting, and FileCabinet CS
- Planned and executed integration of data contained within business applications as part of 2011 acquisition and merger of smaller firms
- Designed multi-site network using MikroTik RouterOS infrastructure
- Worked with vendors to install WAN connections and integrate telephone services
- Designed and implemented unified IP telephone system for all firm offices using Asterisk and PBX In A Flash

Network Technician

Tri-State Datacom, Inc. - Henderson, Kentucky
April 2009 - October 2009

- Technology service provider: 2 staff, ~150 clients
- Installed, configured, and maintained wireless point-to-point links for SMB and local government agencies with MikroTik infrastructure
- Managed VMware ESXi servers used in hosting mail services for clients
- Part-time position concurrent with employment at The Computer Guys

Computer Technician

The Computer Guys, LLC - Owensboro, Kentucky
March 2009 - October 2009

- Computer repair business: 3 staff, ~200 clients
- Configured new PCs for individuals and businesses
- Set up home and small business networks
- Removed malware from home and small business PCs
- Transitioned clients from web development and hosting firm to new billing and support environment (this business assumed all clients from previous position when the company closed)
- Part-time position concurrent with employment at Tri-State Datacom

Lead Programmer/Server Administrator/Network Technician

Common Technologies, LLC - Owensboro, Kentucky
May 2006 - March 2009

- Web development, hosting, and business technology services: 3 staff, ~25 clients
- Managed CentOS LAMP and Windows 2003 WIMP web hosting servers using OS native methods (RDP and SSH)
- Supported client-facing control panel software such as Plesk 8 and DirectAdmin
- Wrote backend code and logic behind dynamic portions of customer web sites using PHP and MySQL
- Examples of larger projects: lookup of wheel and tire products relevant to vehicle given year/make/model; complete automated solution for resellers and dealers of a custom cabinetry manufacturer to build and submit jobs for quote
- Built site-to-site VPN networks for clients using Endian Firewall and later IPCop firewall distributions

VOLUNTEER WORK

Sad Bee, Inc. d/b/a Hive13

Cincinnati, Ohio

2018 - present

Hive13 is a 501(c)(3) community workshop and makerspace where people can meet and build things.

- Member: 2018 - present
- Elected Officer: FY 2019-2020, FY 2020-2021

CERTIFICATIONS

Apple Certified Support Professional 10.7

Apple Inc. - July 2012

Microsoft Technology Associate: Networking Fundamentals

Microsoft Corp. - August 2015

Hurricane Electric Certified IPv6 Sage

Hurricane Electric - 2012

CompTIA A+

CompTIA Inc. - 2017-2023 - Cert ID [H43JM4SH13VESJ29](#)

Google - Chrome OS IT Administrator

Google LLC - 2019-2022 - Cert ID [13156108](#)