

Neil Griswold

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Profile

IT professional with experience supporting, implementing, and managing service technology. I believe people should have a stable and seamless experience.

Skills

- Windows Server / Client
- Active Directory
- Application and OS deployment
- Hyper-V
- SCCM
- SharePoint
- Microsoft Office
- Google Workspace
- Backup Systems / Veeam
- PowerShell / CMD scripting
- SFTP
- IIS
- Microsoft SQL
- Microsoft RDS
- SSL certificates
- ADFS
- Printers / PaperCut
- LDAP, SSO
- DNS, DHCP, PXE
- CSS, JS, C#

Experience

IT Specialist & Systems Administrator | Elmira College | 1998 – 2021

Implementations

- SCCM: implemented and managed for OS/app deployments and client management/reporting. Familiar with 2007, 2012, and Current Branches.
- Hyper-V: migrated physical servers to virtual. Automated management with PowerShell and other tools. Implemented Failover Cluster Manager. Personal home lab: install/manage VMware ESXi and vCenter.
- SharePoint: installed and managed on-premise. Deployed new sites on request, custom design for branding and usability, users, workflows, etc. Managed all back-end servers (app, SQL, OWA).
- Service desk: installed and managed ticketing systems for IT and Grounds. Migrated Numera Footprints to ManageEngine ServiceDesk. Maintained host servers, users and teams, designed forms, business rules, email notifications.
- Deployed RD Gateway and RemoteApp services for work from home and web access to remote apps. Through teamwork with developer, automated and simplified the connection process for users.
- Storage: implemented Windows iSCSI Target Server with RAID for main on-premise storage for cost savings. Migrated from EqualLogic SAN.
- SSO: implemented and maintained on-premise Microsoft ADFS and Google SSO for use with several miscellaneous service providers such as Zoom, Blackbaud Raiser's Edge, and others.
- Established Public Key Infrastructure (PKI) for certificate services. This was an exercise in best practices. Included an offline root CA with an intermediate CA and automatic CRL publishing.
- PaperCut MF: installed and maintained for print charging and reporting. Configured MFD integration, scanner sharing, web and mobile printing, and payment integration.
- Deployed various kiosks for company needs. Utilized a combination of group policies, scripts, and OpenKiosk. Designed home page for Mark Twain Studies kiosk.

Systems Management

- Responsible for deploying and administration of all servers and administering domain client computers.
- Active Directory: Domain Admin and primary administrator for users, groups, OUs, GPOs, domain controllers. Managed with native tools such as ADUC, GPMC, and PowerShell.
- OS deployment: established zero touch and lite touch task sequence deployments with SCCM and PXE boot. Familiar with all historical Windows versions up to and including Windows 7, 8, 10, 11.
- Google Workspace: managed AD syncing, accounts, groups, shared drives, SSO, MFA, DLP, and Vault. Implemented strategy for bulk email with Google Groups and AD as a cost savings.
- Azure and Office 365: main admin and primarily used to supply students with Office 365 licenses and authentication. Automated with AD syncing, PowerShell, and group based licensing.
- Server updates: maintained for Hyper-V hosts and VMs. Automated Live Migrations. Familiar with all historical Windows Server versions up to and including 2012R2, 2016, 2019, 2022.
- Windows file services: managed sharing, quotas, client mapping, iSCSI. Seamlessly migrated file servers several times with no noticeable downtime.
- Print services: deployed and maintained clean and stable Windows print servers. Primary PaperCut administrator.
- Certificates: responsible for adding and renewing all third party SSL certificates. Familiar with Let's Encrypt and other certificate authorities. I've never let a certificate expire.
- SQL: deployed new Microsoft SQL servers when needed. Maintained PowerFails system. Executed SQL scripts, user security, ODBC connectivity. Maintained Maintenance Plans for all servers.
- Implemented and maintained other services as needed such as: domain controllers, web servers, SFTP servers, KMS, EZProxy, Microsoft Operations Manager..
- Basic Linux familiarity in a professional environment. Migrated Linux servers to Hyper-V and implemented Netreg on Red Hat. Personal use involves maintaining cloud servers and using/experimenting with many distributions.

Cybersecurity & Data Protection

- Established Software Restriction and AppLocker policies to prevent malware/ransomware. Quickly mitigated known exploits, implemented client hardening GPOs, Audit Policies and Windows Event Collector service, Microsoft Operations Manager for monitoring and alerting, FSRM for ransomware detection.
- Backup systems: implemented and managed Veeam and CommVault. Deployed and maintained Dell PowerVault tape libraries and Synology NASs. Automated verification with custom scripting and "sandbox" jobs. Ensured all company SQL databases were regularly backed up, integrity checks, and email alerting.
- Storage: established client Folder Redirection policies to network storage for data availability and backups.
- Access management: maintained user and group access to network resources and a vast variety of services. Mostly managed through Active Directory after integrating.
- Google MFA: planned and rolled out enforced policy for all users (Google Workspace). Utilized exception groups and coordinated with Help Desk. Overall it was a success.
- Microsoft MFA: installed and managed on-premise to help secure access to development teams custom reporting services.
- Executed first company email phishing campaign (Gophish) with enlightening results. Assisted with implementation of KnowBe4 for employee security awareness training.
- Daily review of backup & system logs and investigation of any alerts. Most common were user account and DLP alerts. I would investigate and proceed appropriately.

- Responsible for security auditing on request: log, email, data review, reporting, archiving, and user access.
- Custom scripting and C# to record all user and computer logins/logouts/locks/unlocks. This was regularly used by IT to find clients computer name quickly.

Support & Teamwork

- Provided technical support for staff and students. My automation of processes has decreased tier 1 support needs.
- Automated application, configuration, and OS deployments using GPOs and scripts, SCCM, Ninite Pro, psexec, BatchPatch, etc. I test deployments thoroughly and ensure a seamless experience.
- Client Windows updates: performed several Microsoft WSUS deployments, GPO targeting, troubleshooting, and automated service maintenance with scripting.
- Established manual software install availability for staff with SCCM Software Center. This was available as a library of optional software and to reduce requests for local admin access.
- Printers and MDFs: tier 1 would provide a default IP and I would finish the deployment remotely to completion: device config, DHCP, DNS, sharing, scanning, integration, deploy drivers/mapping.
- Managed all Windows labs and lectern computers. Deployed new labs. Deployed software on request. Maintained a stable and consistent global lab environment utilizing GPOs and scripting. Designed lab home page (HTML, CSS, JavaScript).
- Common networking: DNS, LDAP, SonicWall/pfSense firewall rules, DHCP, VPN.
- IT team planned and moved physical data center to another building with 100% success. I oversaw the moving of all server hardware and assisted with punching patch panels.

Axidio | February 2023 – Present

- Hyper-V server upgrade with TJX Companies, Inc: upgrade testing and support for technicians with Server Core 2012 upgrade to Server 2019 for approximately 4000 stores. Provided top level support to ensure stores priority systems were upgraded and functional. Provided scripted solutions to new discoveries during upgrade project implementation.
- Assisted with miscellaneous TJX projects involving PowerShell scripting and SCCM Task Sequences for automation such as SCCM distribution point upgrades, store register deployment, and policy validation.
- Provided miscellaneous technical support to TJX upon request: always including details of my discoveries and step by step documentation on implemented or suggested solutions.

Education

Greater Southern Tier BOCES | IT Systems and Networks | Jun 1997 – Aug 1997

This course helped me enter into professional IT after being self-taught for many years. I was tasked with projects to facilitate the course such as deploying a Win 3.11 workgroup and a Novell network while also assisting other students during labs. On completion I was offered to teach an MS-DOS course but instead accepted a position at Elmira College.