Josh A. Brade

1529 Harrington Street, Newberry, SC 29108 **|** (803) 409-8071 **|** me@joshbrade.com
https://tech.joshbrade.com **|** linkedin.com/in/joshbrade

Career Summary

Results-driven IT Consultant with 16 years of expertise in providing strategic solutions and consulting services to streamline technology operations for both private-sector and governmental agencies. Adept at training and supervising specialized support staff, ensuring seamless implementation of best practices and adherence to organizational policies and industry standards. Proven track record of successfully executing complex projects, delivering cost-effective solutions, and driving continuous improvements to tailored and comprehensive IT strategies that align with organizational goals. Exceptional communication and leadership skills, fostering collaborative relationships with clients and interdepartmental teams. Forward-thinking IT professional committed to leveraging innovation and emerging technologies to enhance efficiency and drive sustainable growth.

IT Support Operations | Testing Processes | Policy Management | Troubleshooting | Client Support
Blue Team Operations | Staff Development | Internship Advisement

Professional Experience

IT MANAGER | PALMETTO UNIFIED SCHOOL DISTRICT | 2018 - PRESENT
- Dynamic role encompassing technical support, project management, budgeting, collaborating with school district stakeholders, & contributing directly to district educational mission while optimizing IT resources & fostering technological advancements in secure learning environments, enhancing overall educational experience for students & staff through generation of software and web applications.
- Actively participate in managing USDA Distance Learning Grant of over $1M, leveraging funds to implement innovative distance learning solutions and enhance educational opportunities for rural institutions within the district.
- Direct distribution of district IT budget, efficiently allocating resources and funds to support various IT initiatives and projects.
- Structure, build, and implement IT goals, policies, Service Level Agreement (SLA) guidelines, and relevant forms to streamline IT operations across the school district, providing comprehensive technical management and support to 21 educational institutions, and district office staff, within PUSD.
- Plan, implement, and manage student labs in accordance with SCDC policies and procedures across all 21 educational locations, including ABE (Adult Basic Education), Title 1, and SPED (Special Education) labs, facilitating network access and maintaining lab configurations to support educational programs.
- Manage proactive system monitoring and maintenance protocols, resulting in system downtime and preventing potential issues before they impact end-users, thereby ensuring uninterrupted service for critical operations.

SENIOR NETWORK SUPPORT ENGINEER | MUNSCH NETWORK SOLUTIONS | 2014 – 2018
- Managed and maintained computer networks and systems for over 200 client locations across various industries, with expertise working with Ubiquiti hardware and overseeing networking infrastructure.

- Designed and implemented equipment configurations, including network hardware, software, servers, and endpoints to ensure seamless network and systems operations.
- Supported and managed user helpdesk, assisting over 300 users with technical issues, inquiries, and troubleshooting to provide prompt solutions.
- Facilitated the client onboarding process for new clients, ensuring that their specific requirements and specifications were met. This involved closely collaborating with clients to gather all necessary information and documentation, guiding them through the onboarding procedures, and coordinating with internal teams to ensure a seamless transition into our services.
- Managed and maintained Active Directory users and Organizational Units (OUs) at multiple client sites, streamlining user access and permissions.
- Collaborated with clients to assess technology needs and aligned IT initiatives with business objectives, resulting in the integration of cutting-edge software tools that facilitated seamless cross-department collaboration, increased efficiency, and optimized overall business operations.

IT MANAGER | EAST COAST LIQUIDS | 2015-2016
- Spearheaded the implementation of a comprehensive IT infrastructure upgrade, resulting in enhanced data security and network reliability, laying the foundation for seamless business expansion. Improved system performance and reduced downtime within six months.
- Developed and executed a long-term IT strategy focused on leveraging cloud-based solutions to streamline business processes and increase workforce productivity. Implemented IT project management methodologies, leading to an increase in project completion and cost savings.
- Led IT budget planning and resource allocation, optimizing investments in technology solutions and infrastructure upgrades maintaining high- performance standards.
- Developed and implemented disaster recovery and continuity plans, ensuring resilience and full recoverability of company's IT systems in the event of unforeseen disruptions, enhancing business preparedness and mitigating potential risks.
- Directed the successful implementation of a new Customer Relationship Management (CRM) system, enhancing sales team productivity and improving customer service satisfaction through streamlined processes and data-driven insights.

TECHNICAL SUPPORT SPECIALIST | SC RSIC | 2013-2014
- Provided top-tier technical support to over 50 employees at the SC Retirement System Investment Commission (RSIC), resolving complex hardware and software issues promptly to minimize downtime and ensure uninterrupted work flow
- Streamlined technical documentation and knowledge base, creating user-friendly resources that significantly reduced average resolution time, resulting in improved team efficiency.
- Coordinated with IT team to implement system upgrades and enhancements, contributing to a seamless migration to a new ticketing system that enhanced tracking and reporting capabilities, optimizing service delivery and response times.

- Conducted comprehensive end-user training sessions for newly onboarded staff, empowering them to utilize software applications effectively and independently, resulting in a 30% reduction in support requests from new hires.
- Collaborated with vendors and external stakeholders to troubleshoot and resolve hardware and software issues, ensuring adherence to contractual service level agreements (SLAs) and fostering strong vendor relationships that positively impacted service delivery and cost-effectiveness.
- Coordinated with IT team to perform hardware and software upgrades, optimizing system performance and security measures.

Professional Achievements

- 2023 | GCCC Certification   Global Information Assurance Certification (GIAC)
- 2023 | GCIH Certification   Global Information Assurance Certification (GIAC)
- 2023 | Becoming Trauma Informed Certification   SC Department of Corrections (SCDOC)
- 2022 | Certified Employee of the Year   SC Department of Corrections (SCDOC)
- 2019 | GSEC Certification   Global Information Assurance Certification (GIAC)
- 2019 | WebAIM Web Accessibility Certification   Web Accessibility in Mind (WebAIM)
- 2019 | E-Rate Certification   SC Department of Administration (SCDOA)
- 2019 | Enrich IEP System Training   SC Department of Education (SCDE)

Technical Skills

Endpoint Management/ Remote Support:

Active Directory, GPO, Local Security Policy, SpiceWorks, mRemoteNG, LogMeIn, ScreenConnect, Configuration Manager, RustDesk, BeyondTrust, RDP

Team Management:

Atlassian (Confluence, Jira, Trello), MS Teams

Programming/ Shell:

HTML, CSS, JavaScript, Batch, Python, PowerShell, CMD, Bash

Business Applications:

Office Suite – Outlook/ Word/ Excel (2010-Office 365), Google- Suite, draw.io, FileMaker

Ticketing: Zendesk, TrackIT

Virtual Infrastructure Services:

VMware(ESXi/Workstation), Hyper-V, Microsoft Virtual PC, Virtual Box, ProxMox, Unraid, Docker

Operating Systems:

Microsoft Windows Server and Pro Desktop (3.1-11), Linux/ Unix Server and Desktop (Debian)

Networking Management:

UniFi Cloud Controller, SSH

Cloud Management:

Microsoft Office 365 Account and Email, Apex Learning, Aztec Learning

Backup/ Restore:

Symantec Backup Exec & Ghost, Macrium, Unitrends, CloneZilla, SCCM

Education

Bachelor of Science in Technology Management & Computer Forensics | 2011
DeVry University

Associate of Science in Network Administration | 2007
Piedmont Technical College