

Ethan R. Jones

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Greater Pittsburgh Area

ABOUT ME

Junior IT Support specialist with a life-long passion for Linux and technology with one year of experience in a HIPAA compliant healthcare environment. I am seeking a Junior Systems Administration position focusing on Linux platforms.

EXPERIENCE

Premier Inc., Oct 2022 - *IT Support Specialist*

- Fulfill tickets on the Service Now Platform which include user provisioning, account resets, along with software and hardware troubleshooting.
- Handle essential claims loading duty on a strict timeline while verifying correctness and ensuring automations are functional.
- Learn healthcare jargon and processes on the job while creating documentation for new processes.
- Create, migrate and optimize Azure pipelines for claims processing.

EDUCATION

Cumberland Valley High School

2012 - 2016
Founded Linux Club

RELEVANT SKILLS

- Linux
 - Personal use of Ubuntu and Fedora Linux.
 - Professional use of Red Hat Enterprise Linux.
- Windows
 - Administrating Active Directory server.
 - Automate Active Directory server using PowerShell.
 - Familiarity with the Microsoft Office suite of applications.
- *BSD
 - Experience with pfSense and TrueNAS FreeBSD appliances as routers and storage solutions, respectively.
 - Professional and personal use of OpenBSD.
- Docker
 - Used extensively in home-lab setup for reproducible builds.
 - Professional use in Azure Pipelines and automation.
- Remote Work
 - A consistent track record of productive work in a remote setting.
 - Takes remote workspace very seriously and personally optimizes hardware and software utilities.
- Healthcare Applications
 - Healthpac: Daily skillful use of our legacy claims processing application in a transitory period.
 - Javelina: Current hosted claims processing application.
 - EDIGate: Service used as a translation gateway for legacy and modern claims files.
 - Auditing: When provisioning accounts ensure all permissions meet and exceed regulatory standards.
- Salesforce
 - Managing user accounts in Salesforce Customer Relationship Management software.
 - Fulfilling user tickets using policy-bound roles and profiles.
- Cloud Computing
 - Digital Ocean: Automated with Terraform.
 - Fly.io: Serverless Virtual Private Server.

PROJECTS AND MERITS

- Home-lab
 - Maintained a home-lab of various stacks for personal education.
 - Integrated the skills above to make a stack of containerized applications that was deployed with Docker Compose to auto-scale, update and configure automatically.
 - Used both VMware ESXi and Proxmox as virtualization hosts.
 - Networking setup using pfSense router software and Ubiquiti access points.
 - Extensive use of the enterprise grade filesystem ZFS.
- Code Contributions
 - Code accepted into the Guix Linux distribution.
 - Code merged into the postmarketOS Linux distribution.
- North Hills Christian Church
 - Pick-up and deliver food weekly for food distribution program and run slides using ProPresenter.
- Boy Scouts of America, National Court of Honor
 - Certificate of Merit, *Lifesaving*.