

Ethan R. Jones

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Greater Pittsburgh Area

ABOUT ME

IT Support Specialist with a life-long passion for Linux and technology with experience in a HIPAA compliant healthcare environment. I am seeking a 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 / *BSD
 - Professional use of Red Hat Enterprise Linux.
 - Personal use of Ubuntu and Fedora Linux.
 - 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.
- Windows
 - Administrating Active Directory servers.
 - Automate Active Directory servers using PowerShell.
 - Familiarity with the Microsoft Office suite.
- Cloud Computing
 - Azure: Used in a professional capacity to migrate legacy infrastructure, including Azure Pipelines.
 - Digital Ocean: Personal conventional VPS choice, automated with Terraform.
 - Fly.io: Upstart serverless hosting platform, used for personal bots.
- Healthcare Experience
 - Healthpac: Daily use of our legacy claims processing application managing accounts during a transitory period.
 - Javelina: Current SaaS claims processing platform.
 - EDIGate: In-house Go application used as a translation gateway for legacy and modern claims files.
 - Salesforce: Manage user accounts in CRM by fulfilling user tickets using policy-bound roles and profiles.
 - Auditing: When provisioning accounts ensure all permissions meet and exceed regulatory standards.
 - ISO: Assisted in auditing ISO-27001 process for Contigo Health for 2024.
 - SOC: Assisted in gathering evidence for SOC compliance purposes for 2024.
- 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.

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 Ubiquiti's Unifi routing software.
 - 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
 - In charge of maintaining essential AV technology used for multimedia presentations.
 - Delivers food weekly to Church's food bank.
- Boy Scouts of America, National Court of Honor
 - Certificate of Merit, *Lifesaving*.