ERIK OSTROM

COMPUTER SYSTEMS ADMINISTRATOR

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SUMMARY

Systems Administrator with 6+ years of experience and a background in Higher Education IT, with experience in data center operations, full stack network management, ticketing systems and customer support, project management, mentoring junior staff, and cutting-edge technologies that help take IT to the next level.

EDUCATION

B.S. Computer Science
May 2019
Washington State University - School of Electrical Engineering and Computer Science

KEY SKILLS

- Full-stack Linux + Windows administration
- DNS, DHCP, IPAM admin
- Strong networking skills
- Experience working with a small team as part of a much larger organization
- Infrastructure as code (Ansible, Git)

EXPERIENCE

April 2018 - Present
Computer Systems Administrator • Voiland College of Engineering and Architecture • Washington State University

October 2015 – April 2018
IT Helpdesk Manager • Voiland College of Engineering and Architecture • Washington State University

PRIMARY DUTIES

Design, implement, and maintain DHCP and DNS infrastructure for College networks and DNS zones • Manage public and private IP space for entire College • As a veteran member of our team, work with College leadership to plan for and manage IT assets across a wide variety of areas, including, among others, networking components (firewalls, switches, and cable plant), remote access solutions (Apache Guacamole), and identity solutions (FreeIPA, Active Directory) • Write, review, and revise College polices, standard operating procedures, incident response plans, and other documentation • Work with customers through tickets to complete projects in support of College teaching and research goals

ACCOMPLISHMENTS

Designed and implemented solutions that enabled the College of Engineering and Architecture to move from almost entirely in-person to 100% remote in 2020 and 2021 as a result of COVID-19 • Modernized and consolidated multiple Active Directory forests to a single instance, which helped streamline end-user experience by providing access to WSU single sign on credentials on College workstations

REFERENCES

Available upon request