Brad Heaston, MCSE

SUMMARY

As an accomplished Sr. Information Technology leader with more than 17 years of experience in IT and 14 years in IT leadership. I apply solid business leadership and technical skills to consistently achieve business objectives. Communicate technical concepts to non-technical employees, and business goals to technical employees. Lead teams through successful technical implementations, company mergers and splits, as well as company reorganizations and changes in focus.

I'm highly skilled in Customer Service Management, Technical Support Management, Enterprise Infrastructure Management, Project Management, Risk Management, Managing Budgets, and building strong teams\departments seeking a leadership opportunity with a world-class organization.

RELATED AREAS OF EXPERTISE

- Develop Business Continuity Strategies
    - IT Security policies and standards
    - Disaster Recover policies and standards
    - End-user training
    - Root Cause Analysis and Remediation
- Manage IT vendors and monitor SLA agreements
- Integrate ITIL best practices with business needs
- Service Desk implementation and prioritization
- Manage Server, Network and Firewall hardware

- Develop processes and procedures that align with the business and improve the User experience and stakeholder expectations
- Develop and implement enterprise technology standards and road maps
- IT staff career road mapping
- Manage remote staff and users
- Business and Technology Integration

CERTIFICATIONS AND TRAINING

- Microsoft
    - **MCP** Microsoft Certified Professional
    - **MCSA** Microsoft Certified Systems Administrator
    - **MCSE** Microsoft Certified Systems Engineer
- EXIN
    - **ITIL v3**
    - **ITIL Practitioner** (exam pending)
- CompTIA
    - **A+**
    - **Network+**
    - **Security +**
- Global Knowledge
    - **IT Project Management**
    - **CCNA**
- Management Concepts
    - **Leadership for Project Managers**
- Other
    - **CHSP** Certified HIPAA Security Professional

TECHNICAL SKILL SET

- Microsoft
    - Windows Server 2000-2019
    - Windows Client NT-10
- VMware
    - ESXi 4-6.5
- Remote Management and Monitoring
    - Syncro
    - Lab-Tech
    - VNC
- Firewall
    - Sophos
    - Sonic Wall
    - Meraki
    - Untangled
- Managed Anti-Virus
    - McAfee
    - Webroot
    - Emsisoft
- Back Up
    - Veam
    - Veritas Back Exec

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PROFESSIONAL EXPERIENCE

Arctic Administrators   Anchorage, AK
    Owner\vCIO   02/06-Present

Provide end to end management of all Managed Service Clients, aligning business needs with IT security support, services, back up and remediation.
Responsible for design, implementation, maintenance and configuration back up of LAN/WLAN at each site.
Responsible for HIPAA IT security and compliance overview including policies and procedures.
Design, implement, manage and support:
- Security firewall policies and procedures
- Backup Disaster Recover scheme and schedule for off-site secure back up
- Anti-Virus, Anti-Malware and Anti-Spam
- Microsoft Office365 accounts and licenses
- Design and implement LAN and WLAN

Manage Service Level Agreements for helpdesk ticketing, remediation, reporting and delegation of tasks.
Provide all aspects of support for Windows Active Directory domain and workgroup servers, desktop and virtual server environments. Including printers, scanners BYOD and other peripherals.
Perform project management duties for IT projects including:
- IT Infrastructure Budget forecasting
- Security Risk Assessment
- Manage client IT staff
- Quarterly Business Technical Review
- End-User Training
- Desktop and Server Migration
- On-premise Exchange Migrations to Office 365
- Virtual Infrastructure Deployment
- ESXi deployment and migration from Windows Hyper-V
- Design and implement Service Desk.
- Manage external service provider and software vendors

Matson Navigation   Anchorage, AK
    Enterprise Site Support Manager   04/16-12/19

Manage 6 sites, including 4 active Marine ports to support the $150M Matson Alaska Trade Lane, supporting over 200 users and each sites infrastructure.
- Implemented objectives and strategies to effectively support the end user's community.
- Continually evaluate technologies to improve end users computing standards.
- Execute and manage site level projects; set timelines, budgets and adhere to project management's best practices.
- Maintain high levels of internal customer satisfaction with utmost respect and dedication.
- Develop project plans and schedules, contingency plans and maintain procedural and system documentations.
- Provided IT project support for the $3M Gate Modernization Project, saving 3 weeks of construction time.
- Provide all aspects of support for Windows server, desktop and virtual server environments.

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Arctic Slope Regional Corporation

End-User Services, Manager

Anchorage, AK
06/14-07/15

Managed Service Desk and Desktop Support staff in Anchorage and in Baltimore, MD.
- Manage End User Services support team; providing full ticket lifecycle management to ensure user services are being managed within established SLAs.
- Responsible for communication of all IT Service notifications and outages to over 4000 users.
- Identify improvement opportunities and assists in development and implementation of technician standards.
- Communicate and work with customers to set IT service expectations.
- Participates in monthly subsidiary meetings to discuss customer feedback, ticket management, and upcoming projects.
- Investigate and document Root Cause Analysis and recommend Root Cause Corrective Action plans.
- Perform customer feedback\follow-up calls for EUS and individual technicians including other IT functional areas.

Anchorage Daily News

IT Manager

Anchorage, AK
09/10 -02/13

Managed the IT Department work Alaska's largest daily newspaper.
- Lead a team of systems and desktop administrators with responsibilities to: Maintain, troubleshoot and repair desktop, server and network hardware, software and computer peripherals.
- Ensure compliance of PCI DSS standards.
- Design, installation and implementation of new systems and technologies. Administer, monitor and support Windows servers and operating systems; IIS and Exchange servers; and network switches, routers, hubs, firewalls, intrusion detection, filtering, gateways and other devices.
- Perform management and supervisory tasks: Conduct regular performance appraisals and plan and implement development or performance improvement plans as appropriate.
- Design and implement training and professional development plans for local site team members. Participate in conducting studies and make recommendations for the acquisition and implementation of new systems technologies to meet business objectives.
- Assist with the tracking and collection of all data needed for IT operations, budgeting, payroll, security and compliance requirements. Help plan and coordinate projects and new system implementations in conjunction with desktop support.
- Maintain policies, procedures and infrastructure documentation. Participate in site executive management strategic and operational planning.

Barrow Arctic Science Consortium

IT Services Manager

Barrow, AK
12/06-09/10

Managed the IT environment for the northernmost National Science Foundation reach facility.
- Manage one third of the 1M Nation Science Foundation's (NSF) funded Barrow Global Climate Change Research Facility Cyber-Infrastructure grant for Science-User Technology
- Design and implementation of network topology and new Network Operations Center
- Manage University of Alaska Fairbanks (UAF) rotational support staff 6+ positions (Desktop Support, Server Support, and Network Services).
- Provide IT project management for various universities and research organizations.
- Manage daily IT SW/HW and operations of a multi-honed heterogeneous environment.
- Manage, deploy, and monitor all technical asset's and resources.
- Develop, manage and deliver performance objectives as identified in the Memorandum of Understanding (MOU) between BASC IT and UAF Office of Information Technology (OIT)

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Barrow Arctic Science Consortium   Barrow, AK
    IT Services End-User Manager   04/06-12/06

Managed the end-user facing hardware and support for visiting researchers.
- Managed IT End-User support services to all staff and researchers.
- Maintained 15 internal domain and email servers.
- Deployed network shares and group policies throughout the domain.
- Provided all levels of IT support to staff and visiting researchers.
- Developed remote management of research field instrumentation.
- Trained staff and visiting researchers.

Tagiugmiullu Nunamiullu Housing Authority   Barrow, AK
    Network/Systems Administrator   07/04-04/06

Architected, implemented and supported all IT services for TNHA to become a stand-alone organization after separation from the North Slope Bourgh Housing Department.

- Design and implementation of standalone network infrastructure during the transition from municipal services to non-profit business status.
- Provided all levels of domain support (hardware/software) for member servers, Exchange server, switches, workstations, VIOP telephones and printers.
- Implemented and maintenance of domain wide policies and maintaining security of the TNHA's domain.
- Evaluation, installation, and maintenance of the Exchange email server, domain servers, PC, Firewall, hardware and software; diagnose, repair and/or recommend course of corrective action.
- Maintain accurate documentation of the TNHA network environment, including GPO and security and event logs.
- Migrated from on premise Exchange 2000 to Microsoft Business Productivity Online Suite (BPOS) later renamed to Office 365

North Slope Borough Housing Department   Barrow, AK
    Help Desk Technician   10/03-07-04

Provided 1st and 2nd level support for the NSB Housing Department
- Desktop, laptop and printer support.
- Maintain Active Directory user account permissions for the department.
- Provided support for MP2 database for maintenance work orders and inventory control.
- Provided support HDS database for tracking customer payments and activities.
- Manage and maintain local back of both databases.