John P. Thygerson

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PROFILE

- Information technology manager with over ten years of progressively responsible experience in information systems deployment, support, and maintenance
- Over six years of experience leading teams of information technology professionals
- Six years of teaching Information Systems part-time at the college level
- Proven ability to manage large scale, multi-year projects deploying information technologies
- Extensive technical expertise in cybersecurity best practices, network infrastructure, server and systems administration, and PC maintenance and repair

EXPERIENCE

Network Engineer   Vectrus
  March 2022 – Present

- Troubleshoot and repair end-user network connectivity issues in a complex, secure networked computing environment
- Configure and deploy Cisco Catalyst switches and WAPs
- Maintain Cisco WLAN controller, including management and configuration of SSIDs, connection profiles, MAC address filtering, and rouge AP identification
- Create strategic proposals for IMD-managed technology upgrades and services
- Assist with end-user computing and training
- Serve as lead IT POC for Kwajalein School System

Network Analyst Mid   Amentum Services, Inc.
  November 2021 – March 2022

- Maintain documentation for LAN assets including inventory, image backups, and topology maps
- Maintain, configure, install, and deploy CCTV cameras and monitoring systems

IT Desktop Analyst Tech Mid   Amentum Services, Inc.
  March 2021 – November 2021

- Support end-user computing under LOGCAP IV, Task Order 6 at U.S. Army Garrison, Kwajalein Atoll
- Deploy and maintain PC computers with numerous images and configurations, including Army AGM deployments
- Assist Systems Administrator Team with configuration of SCCM, AD, and other AAA systems
- Submit requests for cybersecurity firewall rule adjustments based on end-user computing needs
- Troubleshoot and repair computing peripherals: modems, displays, projectors, and printers
- Assist Network Team with large deployment projects, including switch installation and configuration, and CCTV camera installation and deployment

Manager of Academic Technologies   The University of Alabama in Huntsville
  April 2015 - March 2021

- Lead a team of fifteen full and part-time employees to administer online instructional systems and onsite teaching technologies with an annual operating budget of $750,000 and project budgets up to $2.5M
- Evaluated, deployed, and supported mission-critical information systems and technologies to enable effective operations

- Developed and implemented continuity-of-operations plans to keep essential business functions operating during times of campus closure
- Lead technology team to successfully migrate thousands of courses into an online format in response to the COVID-19 crisis
- Implemented 24/7 phone and chat support for thousands of end-users with mission-critical systems
- Deployed and maintained hundreds of Windows 10 workstations and other networked equipment
- Engineered enhanced technology networks and developed standards for equipment configurations
- Implemented onsite immediate-response capabilities to support critical systems and capabilities
- Developed end-user training on effective use of instructional systems and other technologies
- Serve as a member of the VP of Academic Affairs Directors Team
- Manage technology deployment projects and lead all change management efforts

Part-time Instructor of Information Systems   The University of Alabama in Huntsville
December 2015 - Present

- IS 301 – Information Systems in Organizations (Traditional and Online)
    - Course covers a survey of information technology and how to leverage IT to help an organization meet its strategic goals
    - Hands-on lab exercises include database management and reporting tools, web-based technologies, and networking protocols
- IS 146 – Computer Applications in Business (Traditional, Hybrid, and Online)
    - Course covers an introduction to personal computing technologies and business software
    - Hands-on lab exercises include Microsoft Office applications: PowerPoint, Word, Excel

Audiovisual Support Coordinator   The University of Alabama in Huntsville
September 2011 - April 2015

- Managed team of audiovisual professionals and student workers to provide technology support for over 160 classrooms, conference rooms, and event spaces
- Developed campus-wide classroom audiovisual standards for three tiers of smart classrooms, including smart classrooms, lecture-capture classrooms, and videoconference classrooms
- Crafted and implemented plan to upgrade all 152 classrooms on campus to enhanced technology classrooms. Upgrade plan included timelines, prioritization of upgrades, budget estimates (operational and project), technical specifications, and capability upgrade paths
- Configure, deploy, and maintain classroom PCs
- Designed and implemented platform for remote monitoring and control of classroom audiovisual equipment. The platform includes auto-notification for routine maintenance and technical problems

EDUCATION

Master of Science in Information Systems   The University of Alabama in Huntsville, 2020
Master of Business Administration   The University of Alabama in Huntsville, 2013
B.A. in Psychology   University of Hawai'i at Hilo, 2004

CURRENT CERTIFICATIONS

CompTIA Security+   CompTIA Network+
CompTIA A+   AVIXA CTS