

# JOSHUA C. MCDONALD

**Infrastructure & Network Analyst | Manufacturing IT Operations | Identity, Network & Systems Support**

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## PROFESSIONAL SUMMARY

Infrastructure and network analyst with 17+ years of professional IT experience across manufacturing, education, public-sector, consulting, and multi-site enterprise environments. Strong background in Active Directory, Entra ID, Microsoft 365, routing, switching, VLANs, virtualization, endpoint support, server administration, wireless, storage, backup/recovery, vendor coordination, and operational troubleshooting. Known for translating complex technical symptoms into clear root cause, practical remediation steps, and business-aware documentation.

## CORE TECHNICAL STRENGTHS

<b>Identity &amp; Cloud</b>	Active Directory, Entra ID, Microsoft 365, Group Policy, AD Connect, Intune, Google Workspace, hybrid identity troubleshooting
<b>Networking</b>	Routing, switching, VLANs, DNS, DHCP, RADIUS/NPS, Wi-Fi, fiber networks, segmentation, packet-path troubleshooting
<b>Infrastructure</b>	Windows Server, Hyper-V, VMware vSphere/ESXi, AWS, storage, backup/recovery, disaster recovery, server lifecycle support
<b>Security &amp; Operations</b>	Endpoint protection, vulnerability response, access control, documentation, escalation notes, vendor coordination, operational continuity
<b>Tools &amp; Support</b>	PowerShell, MECM/SCCM, Wireshark, help desk escalation, endpoint troubleshooting, root-cause analysis, user-impact communication

## PROFESSIONAL EXPERIENCE

**IT Coordinator / Manufacturing IT Operations | StarPet Inc. / Indorama Ventures** | Mar 2025 - Present | Asheboro, NC

- Support manufacturing-site IT operations across identity, network access, endpoints, Microsoft 365, business applications, printers/scanners, and onsite user support.
- Troubleshoot hybrid identity and authentication issues involving Active Directory, Entra ID, domain-joined endpoints, password-reset behavior, group membership, MFA, and Microsoft 365 sign-ins.
- Coordinate with global IT teams, managed service providers, and vendors to document user impact, validate evidence, and escalate recurring infrastructure issues with clear root-cause context.
- Create repeatable troubleshooting notes, checklists, and support workflows for endpoint, OneDrive, identity, and application-access issues in a changing enterprise environment.

**Network Systems Analyst / Technology Supervisor | Asheboro City Schools** | 2023 - 2024 | Asheboro, NC

- Managed and optimized district-wide LAN/WAN, wireless, Active Directory, Group Policy, Google Workspace, Microsoft 365, and core support systems across multiple school locations.
- Strengthened security through network segmentation, endpoint protection, vulnerability assessments, incident response practices, and layer 2/3 ACL improvements.
- Led network architecture redesign efforts, optimized VLAN and dynamic VLAN configurations, and improved scalability, performance, reliability, and supportability.
- Oversaw VOIP, HVAC, access control, security, disaster recovery, backups, E-Rate compliance, vendor coordination, and staff cross-training initiatives.

**Network Administrator | INLIVIAN (Charlotte Housing Authority)** | 2021 - 2023 | Charlotte, NC

- Administered a 50+ site fiber-connected network across the Charlotte Metro area, including eLAN/LAN services, Sophos XG firewall, Dell enterprise/data center switches, Hyper-V, Dell Isilon A300, and Cisco/Ruckus Wi-Fi.
- Maintained more than 20 servers across multiple Hyper-V hosts, handling patching, upgrades, monitoring, documentation, and operational support.
- Implemented and maintained Dell Isilon archive clusters and associated software, replacing aging NetGear/ReadyNAS storage infrastructure.
- Collaborated with IT, operations, security teams, vendors, and stakeholders to troubleshoot root cause, improve performance, and maintain business continuity.

### **Network Systems Engineer | Richmond Community College | 2020 - 2021 | Hamlet, NC**

- Managed a hybrid Microsoft environment including on-premises Active Directory, Azure Active Directory, Hyper-V, and 30+ AWS Linux and Windows instances supporting campus operations.
- Led major network infrastructure upgrades replacing Cisco switching with Extreme Networks equipment and implementing Extreme Management Center for centralized management.
- Improved Aerohive Wi-Fi performance and supported migration of wireless infrastructure into the Extreme Networks XMC management environment.
- Performed proactive monitoring, maintenance, and issue resolution to protect availability across multi-campus systems.

### **Imaging & IT Consultant | Carolina Business Equipment | 2018 - 2020 | Rockingham, NC**

- Led key portions of school-district imaging and IT projects, including implementation, delivery, migration, fulfillment, client assessment, and stakeholder coordination.
- Supported competitive RFP efforts for Moore and Scotland County Schools and contributed to more than \$1.5M in FY2019 sales revenue through consultative technology solutions.
- Identified client pain points, workflow inefficiencies, cost-saving opportunities, and training needs to deliver tailored business and technology recommendations.

### **Owner / Operator | Little Guy Tech, LLC | 2016 - 2017 | Rockingham, NC**

- Provided consumer electronics repair, small-business consulting, maintenance contracts, and community technology education through The Tech Cadets youth program.

### **IT Director / Operations Specialist II | Galey and Lord Industries | 2012 - 2016 | Society Hill, SC**

- Led domestic IT operations and collaborated on international production and networking projects with a Cambodian sister operation, guiding the Cambodian IT team for approximately three years.
- Administered Active Directory, FSMO/DC/GC/DNS/DHCP services, Exchange 2003 with 200+ mailboxes, secure email gateway services, servers, PBX, backups, Cisco WLAN, cabling, and vendor relationships.
- Maintained alignment with holding-company IT requirements while supporting manufacturing operations, customer activities, departments, and business continuity needs.

### **Network Administrator / IT Services Coordinator | Aluminum Ladder Co. / Carbis Inc. | 2009 - 2012 | Florence, SC**

- Promoted from IT Services Coordinator to Network Administrator while supporting a three-site manufacturing environment with 300+ local and remote users.
- Supported Dynamics AX ERP implementation and new data center rollout, including Windows Server, Exchange, VMware ESXi/vSphere, HP blade servers, HP MSA SAN, backup/disaster recovery, Sophos antivirus, NEC PBX, DNS/DHCP/WSUS, and cabling infrastructure.

## **EDUCATION**

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**Bachelor of Science, Computer Information Systems** | Pfeiffer University - Misenheimer, NC | 2009

**International / Chinese Studies Certificate** | Shanxi University - Taiyuan, China | 2008

**Associate in Applied Science, Computer Information Systems / Network Administration** | Richmond Community College - Hamlet, NC | 2007

## **SELECTED PORTFOLIO THEMES**

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Hybrid identity troubleshooting | Multi-site infrastructure operations | Network segmentation and VLAN design | Server/storage modernization | PowerShell tooling | Documentation and escalation evidence | Public portfolio: [joshuacmcdonald.com](http://joshuacmcdonald.com)