

**Steve LaPorte** (he/him)

Chicago, IL • steve@stevelaporte.net

Experienced IT solutions engineer with a rich history of work in the information technology and customer service industries. Skilled in all aspects of IT systems administration, project planning & management, and documentation. A dependable teammate and quick learner with a knack for solving problems, providing excellent customer service, and communicating clearly & effectively. Looking to join a team of like-minded folks to learn and grow together with an organization that is dedicated not only to the quality of its work, but also to creating a diverse & equitable workplace, and fostering individual & community growth.

## Experience & Skills

**Chicago Public Media** | Chicago, IL

**Network Administrator & Union Steward** • Aug 2019 - Present

Responsible for all aspects of IT administration, maintenance, security, support, and training

Managing and securing onsite, remote, and cloud network & server infrastructure (Windows / Hyper-V, Linux) and providing technical support and training for WBEZ, Vocalo, and Chicago Sun-Times staff (Windows, macOS)

Administering IAM, LDAP and SSO (Azure AD, OneLogin), group and network policy, full LAN and SD-WAN stack (Meraki, Cisco, UniFi, pfSense), RMM (ConnectWise, Addigy), UTM and endpoint security (Sophos), backups (Veeam), cloud infrastructure (AWS / Route 53, Azure, GCP), email and collaboration (Google Workspace, O365, Notion, Slack), spam filtering (Microsoft Defender, Mimecast), imaging and app deployment (MDT, Chocolatey), VoIP (Avaya), and many other solutions such as security training (KnowBe4), helpdesk (FreshWorks), system monitoring (Zabbix, PRTG), and asset management (Snipe-IT, IPAM)

Performing regular system audits, vulnerability scans & remediation projects, and BCDR planning with senior leadership to meet cybersecurity insurance and PCI requirements and provide a secure and robust IT environment

Working closely with Broadcast Engineering and Product teams to ensure reliable 24/7 delivery of WBEZ & Vocalo broadcast and streaming product

Creating and maintaining network drawings, systems documentation, and training materials for users

Optimizing and automating various tasks with PowerShell, Bash, and RMM scripting

Ensuring all servers, workstations, and network appliances are patched and updated regularly

Currently serving as Union Steward for the Broadcast & Technical Unit (SAG-AFTRA Local); acting as the liaison between labor and management, negotiating labor contracts with management to ensure equitable and fair working conditions for all, and onboarding new members & helping them become familiar with the contract

Served on the Diversity, Equity, and Inclusion (DEI) Council and its Subcommittee to Cultivate a Culture of Inclusivity & Opportunity (2020-21); worked together to draft a DEI action plan, establish employee affinity groups, and create new cultural celebrations and learning opportunities for staff to enrich company culture

**Girls Rock! Chicago** | Chicago, IL

**Year-Round Volunteer** • July 2017 - Present

Assisting with graphic design, video production & editing, website maintenance, IT & technology consulting, instrument repair & maintenance, event audio-video setup, and general logistics

**Systems Engineer** • Dec 2016 - Jul 2019

Responsible for managing all IT and technology services for several local and remote clients, ranging from capital investment firms and private medical practices to UHNW residential clients and various small to mid-sized nonprofit organizations

Served as the primary liaison with clients, providing clear communication, excellent customer service, and timely incident response to maintain SLAs

Specialized in implementing solutions for clients; planned, led, and executed network builds, office relocations, infrastructure upgrades, email and cloud migrations, VoIP rollouts, wireless network design, workstation refresh projects, security audits & compliance testing, offsite backup implementation, and BCDR planning

Performed troubleshooting of complex network and server issues and provided escalation support for Client Support Specialist team

Supported a wide range of IT environments and solutions, including Cisco Meraki, Palo Alto, Fortinet, Microsoft 365 / Azure, Google Workspace, Proofpoint, N-Central RMM, Nextiva, Switchvox, and ConnectWise, among others

Created client network and systems documentation and provided training for Client Support Specialist team

**Client Support Specialist II** • Dec 2014 - Dec 2016

Provided onsite & remote desktop support to clients across the greater Chicagoland and central Florida areas

Tracked billable hours and worked support tickets through ConnectWise Manage CRM

**Innovation Group North America** | Schaumburg, IL

**Desktop Support Analyst** • June - Dec 2014

Managed Service Desk Support team and trained new hires on internal policies, understanding SLAs and determining incident severity, best practices for troubleshooting, and how to use & support proprietary call center applications

Created and maintained IT knowledge base of network drawings, IP address lists, and how-to documentation

Provided desktop & remote support for US staff and escalation support for Service Desk Support team

**Service Desk Support Technician** • Mar - Jun 2014

Managed the IT service desk; took incoming calls & emails, and created & dispatched tickets to the proper support teams for resolution within SLA

Provided basic desktop & remote support for US staff

**Diamond BP / Amoco** | Hometown, IL

**Manager** • Aug 2006 - Mar 2014

Oversaw daily operations; provided excellent customer service, resolved customer disputes, trained and led cashiers, maintained station inventory, and ensured all daily financial and maintenance goals were met

**Cashier** • Jun 2005 - Aug 2006