

Steve LaPorte

Chicago, IL
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EXPERIENCE

Chicago Public Media — Network Administrator

CHICAGO, IL – AUGUST 2019 - PRESENT

Lead IT operations across cloud, on-prem, and remote environments for WBEZ and Chicago Sun-Times, supporting all network, broadcast, digital, streaming, and print infrastructure

Manage IAM (SSO, SCIM, RBAC, Active Directory / LDAP, Group Policy, NPS, PKI), LAN (routing and switching, edge firewalls, client and site-to-site VPN, WLAN, DNS, DHCP, VLAN and subnetting), endpoint RMM and XDR, and several SaaS tools and business applications

Create comprehensive network and systems documentation and automate repetitive tasks with PowerShell, Bash, and RMM to optimize IT workflows and reduce support burden

Conduct regular security audits, maintain cybersecurity insurance and PCI compliance, and conduct BCDR planning in collaboration with senior and executive leadership

Provide technical support and training to WBEZ and Sun-Times hybrid staff, and create support documentation, how-to videos, and other training resources for end users

Key Initiatives:

- Migrated on-prem Exchange 2013 and legacy file shares to Google Workspace
- Deployed Microsoft S2D cluster for highly-available virtualization of core services
- Led endpoint refresh projects and established standard hardware and OS baselines
- Implemented OneLogin SSO with SCIM provisioning and MFA for secure SaaS access
- Installed Meraki MX firewalls at remote sites for seamless site-to-site VPN tunneling
- Fortified IT operations using budget-friendly FOSS tools (Zabbix, Snipe-IT, phpIPAM)

Dynamic Solutions Group — System Engineer

CHICAGO, IL – DECEMBER 2016 - JULY 2019

Delivered full-cycle IT support and project implementation for SMB, nonprofit, and UHNW clients, serving as lead technical contact with an emphasis on providing white-glove service

Led several successful projects and deployments including network builds, cloud migrations, server and endpoint upgrades, VoIP rollouts, and cybersecurity audits

Performed troubleshooting of complex network and server issues, created network and systems documentation, and provided escalation support and mentorship for Client Support Specialist team

Dynamic Solutions Group — Client Support Specialist II

CHICAGO, IL – DECEMBER 2014 - DECEMBER 2016

Provided remote and onsite level-2 technical support for a diverse MSP client base

Promoted to System Engineer for demonstrated technical proficiency and consistently high-quality client support

TECHNOLOGIES

AWS
Azure
Cisco Meraki
ConnectWise Automate
Docker
Google Apps Manager
Google Workspace
Hyper-V
IAM (OneLogin, Entra ID)
Linux (Debian, Ubuntu)
Microsoft 365
PowerShell
Ubiquiti / UniFi
VMWare
Windows Server

PROFICIENCIES

IT Solution Design,
Deployment &
Documentation
LAN, WLAN & SD-WAN
Strategies
Cloud Architecture &
Administration
Advanced Network &
Server Troubleshooting
Scripting & Automation
Cybersecurity & BCDR
Planning
Customer Service &
Communication

EDUCATION

AAS, Network and
System Administration

Moraine Valley
Community College
Palos Hills, IL - 2011