

Logan Grass

Senior IT Support | Systems Administrator | Infrastructure & Automation

Relocating to California - March 2026 | logangrass.com

Professional Summary

Senior IT professional with 5+ years in MSP and onsite environments, serving as primary escalation for server, networking, and infrastructure issues. Strong background in deployment automation, virtualization, network segmentation, and secure access. Known for reducing manual overhead, stabilizing environments under pressure, and improving operational reliability through repeatable processes.

Core Technical Skills

Systems: Windows Server, Active Directory, Microsoft 365, Azure AD (Entra ID)

Networking: VLANs, VPNs, firewall policies, RouterOS, fiber & wireless infrastructure

Automation: PowerShell, RouterOS scripting, workflow automation, deployment standardization

Virtualization: Proxmox, LXC containers, backup & disaster recovery

Operations: Incident management, escalation ownership, SLA governance

Infrastructure & Engineering Projects

- Built new office network infrastructure including rack build, patching, VLAN segmentation, firewall policy configuration, and wireless planning.
- Completed fiber optic installation and outdoor WiFi infrastructure work, including termination, testing/validation, and documentation.
- Implemented IP camera deployments with VLAN isolation and access controls to strengthen network security posture.
- Developed MikroTik RouterOS automation scripts/templates to accelerate deployments and improve configuration consistency.
- Designed and maintained a Proxmox virtualization environment with LXC-based services, segmentation, and lifecycle maintenance.
- Implemented backup validation and disaster-recovery simulation workflows to reduce restore risk and improve recoverability.

Professional Experience

Field Specialist II - 911 IT

- Primary escalation owner for server, networking, and infrastructure-impacting incidents across client environments.
- Performed datacenter installations and supported multi-site rollouts; coordinated remediation with internal teams and vendors.

Help Desk Manager - 911 IT

- Directed SLA compliance and ticket workflow optimization across a high-volume MSP environment.
- Reduced manual workload through automation initiatives and standardized SOPs; improved handoffs and consistency.

Help Desk Technician - 911 IT

- Delivered Tier 1-2 support with clear customer communication, fast triage, and strong follow-through.
- Supported deployment standardization and workstation provisioning improvements.

Certifications

- CompTIA A+
- CompTIA Network+
- World-Class Customer eXperience