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**Professional Summary**

- 20 years Experience with Desktop / server Support, working with Windows/Linux servers in a network environment
- 5 years Helpdesk management (scheduling, asset management, budgeting, vendor relations)
- Experience with: python, ruby, bash, c#, c++, java
- Excellent troubleshooting and technical support abilities
- Excellent communication, analytical and interpersonal skills and highly motivated team player with ability to work independently and ability to learn and adapt quickly to the emerging new technologies and ability to follow strict corporate standards and policies.

## **Technology**

### **Hardware**

- Unifi managed switches, AP's, AirFiber
- Sonicwall TZ series, NSa series firewalls
- HP Proliant DL and ML series servers
- Synology and Netgear NAS devices
- Raspberry Pi devices
- Printers / scanners
- Camera systems
- Cradlepoint systems
- Polycom, Grandstream, Yealink Voip phones

### **Software**

- Windows server (NT – 2022)
- Windows workstation (3.11 – 11)
- Linux (Debian, red-hat, suse, slackware, arch, ubuntu)
- Android
- Apple IOS
- Microsoft Hyper-v
- vmware
- Microsoft Office (95 – 365)
- Microsoft Azure
- G-Suite
- Connectwise Products (manage, automate, sell, connect)
- Storagecraft backup solutions
- PRTG
- F-secure antivirus
- SentinelOne antivirus
- PBXWare
- Bicom
- Asterisk

## **Professional Experience**

### **TopNotch Networking** - Helpdesk Lead

2014 - present

- Manage a team of techs providing helpdesk support to customers
- Provide / implement hardware and software solutions to customers
- Scheduling of onsite tech visits
- Resolved escalated tickets as tier 3 support
- Handled domain DNS / SSL set up and renewal
- Interviewed candidates for various positions
- As a Lead I was part of the team responsible for the determining the direction of the company and the general day to day running of the company.

### **KSI-Corp** - Systems Administrator

2005 - 2014

- Perform hardware, software and network maintenance on MS Windows and Linux based networks (Active Directory, Exchange server, ISA server, Apache.).
- Responsible for implementing and maintaining system security and configurations of company servers while providing IT support, to include planning, software and hardware configuration.
- Analyze information to determine, recommend, and plan layout for type of computers and peripheral equipment modifications to existing systems.
- Designed and implemented desktop imaging solutions to facilitate upgrades, and aid in disaster recovery.

### **Jon-Lin Foods** – Asst Systems Administrator

2004 – 2004

- Provided helpdesk support to office staff
- Set up and configure computers responsible for manufacturing foods

### **Forrest PC** – IT Technical Assistant

2002 – 2004

- Assisted in planning and set up of medium to large size business networks
- Meet with contractors to outline cabling needs
- Running cable drops
- Configuring network equipment
- Provided helpdesk support