Eric Thomas Gadsby

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SUMMARY

- Agile and needs-focused Lab Manager/System Administrator, able to adapt to new and changing technologies and methodologies
- Technical Project Manager with extensive experience providing computer science support
- Customer-focused Computer Specialist with 15+ years of experience

RELATED EXPERIENCE

IT Operations Specialist, Cook Library – Towson University- 2013 – Present

- Provision, triage, and manage library staff and public computers, printers, and other accessories in a multiplatform environment
- Maintain and troubleshoot library specific applications and hardware
- Maintain and troubleshoot library specific servers
- Maintain and troubleshoot library specific cloud services
- Work with hardware and cloud service vendors regarding purchasing, provisioning and ongoing support
- Write BASH and BAT scripts to automate system administration and customize end user experience

Senior Lab Systems Administrator – Goucher College – 2011 – 2013

- Primary point of service for all Science faculty computer maintenance
- Plan, communicate, triage and manage library computer labs, including workstations, servers, printers, applications and file shares
- Integrate Apple technologies into Microsoft Active Directory infrastructure
- Maintain 4 Apple servers with 3500+ end users
- Select, implement, manage, and maintain new system management platform for Macintosh Computers and iOS devices (iPhone, iPad)
- Write shell scripts to automate system administration and customize end user experience
- Primary point of service for all Apple technologies on campus, including iOS devices (iPhone, iPad) and Macintosh computers
- Install, deploy, and troubleshoot multimedia applications

Senior Computer and Instrumentation Specialist—Goucher College — 2006 - 2011

- Advise Sciences faculty, staff, and students regarding computer usage for research and teaching
- Migrate 30+ computer labs with extensive scientific instrumentation from legacy systems to modern computer standards
- Plan, build, deploy, manage and maintain 10+ new computer and multimedia facilities for Computer Science and other science departments
- Deployment specialist for Windows and Macintosh computers
- Supervise student workers

Computer and Instrumentation Specialist—Goucher College — 2003 - 2006

- Point of service for all computer maintenance, training, and support for 50+ science department faculty and staff members and their research assistants
- Install and configure 75+ specialized computer-based scientific instruments
- Deployment specialist for Apple and Windows Computers

- Work with technology vendors to obtain quality products and services
- Supervise student workers
- Provide asset and inventory management

EDUCATION
Master of Sciences in Human Centered Computing, University of Maryland, Baltimore County, Baltimore, Maryland —December, 2013

Bachelor of Arts in Theatre, Goucher College, Baltimore, Maryland—June, 2002

TECHNICAL SKILLS
Client OS's: Mac OS 7.1- macOS Mojave, Windows 95-Windows 10 Enterprise,
Server OS's: Mac OS X Server 1.2 -5.6, Windows NT- 2016, Redhat Hat Enterprise Linux 7.6, CentOS Linux 7.6
Multimedia and Video Production: Adobe CS 2018 Suite, Final Cut Pro X
Critical Services: Unix Command Line Administration, VI, Unix Shell Scripting, Apache Web Server, Active Directory, OpenLDAP, JAMF Pro
Productivity: Microsoft Office 365, iWork, Google Drive
Education Platforms: Blackboard Course Management System, Moodle Course Management System, Web Help Desk, Panopto
Virtualization: Parallels Desktop, VMware Fusion, Apple BootCamp, VirtualBox, KVM
Hardware: Current Apple Computers, Current Dell Computers and Servers, Current, iPad, and iPhone Handheld Devices, HP and Epson printers and large format printers, various high definition audio visual products including HD Displays, switchers, and BluRay systems.
Enterprise Printing: CUPS, PaperCut, Printer Logic, WEPA
Deployment Tools: Semantic Ghost Suite 3.3, Windows Deployment Services, JAMF Pro, EMCO MSI Package Builder
Remote Management: Semantic Ghost Suite 3.3, Windows Remote Desktop, Apple Remote Desktop JAMF Pro, JAMF Remote, VNC
Scientific Software: Spartan P-Chem- Spartan Student, iWorx, Maple, SPSS, MatLab, LabPro/Logger Pro, Burker NMR Systems, Mathematica, MiniTab, NVivo
Library Specific: Aleph: Integrated Library System, OCLC ILLiad,OCLC Aries,Content DM, ArchiveSpace
Web Programming: HTML 4, JavaScript,PHP, MySQL
Wireless Network Equipment: Cisco, Netgear, Asus, Verizon mobile hotspots

CERTIFICATIONS AND PRESENTATIONS
- "What if you could do serious good for your library through play?" MLA / DLA Annual Conference, 2019
- "Is Dual Booting in the Enterprise Worth It?" PennState MacAdmins Conference 2016
- "Mac OS X Network Printing Techniques (Stupid CUPS Tricks)" PennState MacAdmins Conference, 2013
- "Dual Boot Labs at Goucher College, 5 Years Later" PennState MacAdmins Conference, 2012
- CompTIA A+
- CompTIA Network+