

SCOTT RICHARDS

Technology Professional

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I am a versatile and seasoned Technology Professional with extensive experience across system engineering, broadcast I.T., production engineering, and technical support. My expertise encompasses Linux systems administration, containerization with Docker, automation using Ansible, and troubleshooting industrial communication protocols like MODBUS, and DNP3. With a Bachelor's degree in Electronic Media and Film and a Masters Certificate in Digital Multimedia Design, I bring a unique blend of technical expertise and creative problem-solving to every project. I have a proven track record of managing complex software deployments, optimizing network infrastructure, providing high-level technical and customer support, and driving continuous process improvements in fast-paced, high-stakes environments.

Professional Experience

FlexGen Power Systems July 2024 - Present

Application Support Engineer

- Managing Linux environments and Docker containerization for efficient application deployment across multiple systems
- Extensive experience in automating system configurations and deployments with scripting using Ansible playbooks to streamline IT infrastructure management
- Knowledgeable in SEL RTAC and 735 software for real-time automation, including configuring, monitoring, and troubleshooting
- Configuring and troubleshooting MODBUS and DNP3 communication protocols for reliable data exchange between industrial control devices
- Packet analysis skills using Wireshark to diagnose network issues, ensuring optimal performance and minimizing downtime
- Proficient using GitHub for version control, collaboration, and managing code repositories
- Provides technical support, including debugging, troubleshooting, and performing root cause analysis to resolve complex issues
- Manages and maintain JIRA tickets for tracking issues, task completion, and project milestones, ensuring timely resolution and accurate documentation
- Focuses on continuous process improvement to optimize workflows, reduce inefficiencies, and enhance overall team productivity and system performance

Encompass Digital Media Decemeber 2023 - June 2024

System Engineer

- Created detailed documentation and maintenance guides for systems, emphasizing digital storage solutions
- Managed and delivered projects within budget and specs, leveraging project management and technical skills
- Planned and executed significant system changes and upgrades, aligning with SOPs and operational integration
- Provided advanced Tier-3 support: fault diagnosis, root cause analysis, and maintenance with a focus on scripting efficiency
- Conducted maintenance and upgrades to ensure systems comply with software and firmware standards
- Remained current with broadcast automation systems (i.e., iTX, Altitude Media Cloud) and proficient in networking/IP technologies
- Developed and implemented custom scripts for automating routine tasks and improving system efficiency, with a focus on languages such as Python, Bash, PHP and PowerShell; including engine templates such as Django and Jinja2 for Python
- Implemented SaltStack for IaC configuration management for Windows, Linux and VMware
- Lead the integration of automated monitoring and alerting systems for proactive issue detection and resolution in broadcast environments; i.e., RESTful API for Gallium Playout using Powershell scripting to log api queries daily used for troubleshooting
- Provisioned and managed Zixi Broadcasters using Zen Master in a broadcast environment
- Implemented PXE Boot for batch OS installs to streamline and expedite the provisioning process; Windows, Linux, VMware

Vidgo October 2021 - December2023

Application Support / Network Engineer

- Managed network traffic for core network and CDN origins supporting IPTV channel delivery and build new services using Harmonic VOS clusters on Kubernetes
- Administered Netbox for IPAM and inventory of network infrastructure and troubleshooting network
- Managed Palo-Alto firewall with Global Protect
- Implemented CI/CD, utilizing Gitflow for version control and Terraform for Infrastructure as Code (IaC), in conjunction with New Relic for monitoring, to automate the development, testing, and deployment of internal DevOps tools and infrastructure
- Administered Zixi and Wowza servers for alternative channel services
- Skilled in designing, configuring, and managing enterprise level network systems
- Experienced in setting up, configuring, and administering various databases MSSQL, MySQL, MariaDB, & PostgreSQL
- Excellent communication and interpersonal skills with the ability to provide technical support and customer service
- Monitored network infrastructure using PRTG and Varnish Cache performance with New Relic

Warner Media April 2014 - November 2021

Sr. Broadcast I.T. Engineer

- Post Production Support of Mac, Windows and Linux clients, as well as manage software purchasing/licensing procurement
- EVS Broadcast Systems for Ingest/Playout core functions and support for internal and external partners
- IPV/Curator MAM and Projective/Strawberry PAM for Sports/Entertainment Clients server and client build, integration and support
- Build, Support and Operation of Windows and Linux gateway servers, and Stornext/XSan on Mac, Windows and Linux clients
- Knowledgeable with Jamf, Ansible, GoverLan and Ivanti, and scripting; bash shell, javascript, python and perl
- VMware/vSphere Virtualization, Signiant/Mediashuttle and Apsera systems and workflows
- Design, implementation and documentation of procedures and processes including presenting information and cross-training
- Participated in meetings with Senior Leadership among the supported Stakeholders across the Warner Media global organization
- Apache and Nginx server development and support RTMP, RTPS, SRT, HLS, DASH
- Netbox server build, implementation and support for IPAM, Rack space, Rack Elevations, etc. Splunk, SnipeIT server builds, implementation and support for system monitoring and Software Licensing tracking/auditing

LTN Global Communications February 2011 - April 2014

Network Operations Engineer

- Provided 24/7 professional customer service, technical support, and on-call assistance
- Designed custom layouts, packages, and modules for SugarCRM's CMS
- Installed/configured CentOS Linux servers tested, and deployed SDI/ASI to IP equipment remotely
- Monitored networks, customer appliances, and scheduled Occasional Use services
- Conducted lab tests for product quality, compatibility, and made recommendations
- Proficient in in Mac OS & Linux troubleshooting, Wireshark analysis, and broadcast video codecs (MPEG-2, MPEG-4, JPEG-2K)
- Managed Data Center work, including installations and decommissions
- Authored/maintained LTN Global Communications training manual and SOPs
- Tracked hardware inventory, calculated billing, and contributed to engineering meetings

****Additional Work Experience Available Upon Request**

Education

Masters Certificate in Digital Multimedia Design March 2008 - March 2011

CCI at Johns Hopkins University at Columbia, MD

- Designed user interfaces for websites and mobile applications
- Developed designs that communicated the desired message and appealed to the target audience
- Utilized a range of software (Photoshop, Illustrator, After Effects, InDesign) to create animations, illustrations, logos, and other design elements
- Developed and implemented digital multimedia designs for a variety of web, print, and video projects

Bachelors of Science in Electronic Media & Film January 2001 - December 2006

Towson University at Towson, MD

- Skilled in leveraging software such as Adobe Creative Suite, Final Cut Pro, and Avid Pro
- Tools Possess strong problem solving, communication, and organizational skills
- Track record of working with clients and partners to ensure projects meet desired objectives
- Producer

Key Skills

Scripting • Multi-Tasking • Problem-Solving • Network Management • Project Leadership • Documentation • Communication • Customer Support • Adaptability • Continuous Learning • Technical Proficiency • DevOps

Certifications

Putting ITIL® Into Practice: Applying ITIL® 4 Foundation Concepts September 2020

LinkedIn

Certified Admin March 2018

Jamf

ITIL Foundation October 2017

Global Knowledge

Certified Casper Technician June 2017

Jamf