STACE JOHNSON

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An experienced IT Manager who ensures the 24 x 7 x 365 availability of mission-critical systems and exceptional end-user application support.

EXPERIENCE

COLORADO PUBLIC RADIO, Centennial, CO   2021 to 2023
The Colorado Public Radio (CPR) network airs programming on 15 full-power stations, reaching 80% of Coloradans with news, classical, and adult alternative music.
Manager of Technology Infrastructure & Support
- Managed the 4-person CPR technology department, spanning Windows and Linux System Administration and help desk.
- Supported approximately 200 users on BurliNE newsroom management and MusicMaster music scheduling software.
- Ensured 24 x 7 network security by upgrading and continuously maintaining Fortinet firewalls and switches.
- Participated in extensive DEI management training and developed strategies to create an inclusive team environment while following fair hiring, promotion, and compensation practices.

ADCOM 911, Commerce City, CO   2014 to 2021
The consolidated police, fire, and EMS dispatch center for Adams County, Colorado.
IT Manager, 2019 to 2021
Promoted to oversee the 6-person IT department of System, GIS, Network, and Computer-Aided Dispatch Administrators that provided network and application support for over 100 end-users.
- Hired, trained, scheduled, and reviewed staff performance to ensure quality and identify potential training opportunities.
- Managed vendor relationships with Intergraph/Hexagon, CentralSquare Technologies, Lumen, Microsoft, Cisco, and CDW.
- Responsible for the continuous availability of the CentralSquare computer-aided dispatch (CAD) and records management system (RMS), leading the RMS task force through troubleshooting, upgrades, equipment purchasing, and backup management.
- Provided onsite IT and Zoom support during the COVID-19 pandemic to ensure zero downtime in emergency services.
- Built a backup dispatch center in partnership with neighboring Weld County to provide critical services for Adams County in the event of an interruption in ADCOM power services.
- Saved $350,000 by optimizing the WAN routers to scale them more accurately to the company's needs.

IT System Administrator, 2014 to 2019
Responsibilities included system backups, help desk, company intranet maintenance, and network administration.
- Provided direct support to 911 dispatchers and administrative staff, including desktop and server setup and troubleshooting, and for Hexagon and CentralSquare CAD, RMS, and GIS systems.
- Supported users on Windows 7 and Windows 10 desktops, laptops, and Mobile Data Terminals in a Windows 2003/2008/2012/2016 and Linux server environment.

CITY OF FEDERAL HEIGHTS, Federal Heights, CO   2007 to 2014
Federal Heights is a municipality of approximately 14,000 residents about 11 miles north of Denver.
Systems & Network Administrator II
- Duties encompassed IS budgeting, purchasing, help desk, website, phone, and network administration for over 80 users.
- Provided 24-hour on-call service for all city departments, including 911 Dispatch, Fire, Police, City Hall, and Public Works.
- Member of the Colorado Government Association for Information Technology (CGAIT).

EDUCATION

WESTERN COLORADO UNIVERSITY, Gunnison, CO
Master of Arts program in Creative Writing with a concentration in Publishing, expected graduation in July 2025

FORT LEWIS COLLEGE, Durango, CO
Bachelor of Arts in English with concentrations in Computer Science & Creative Writing

DEI MANAGEMENT TRAINING, Denver, CO
Completed a 1-year DEI Management course with an inclusivity specialist and trainer from the University of Colorado

TECHNICAL SUMMARY

Network Administration

- **LAN:** Proficient with Fortinet, HP Procurve, and Cisco switches and firewalls. Skilled in building and running RJ-45 cables and setting up wireless networks with WPA2, WPA, WEP, and MAC address filtering.
- **Network Troubleshooting:** Experienced with Windows tools such as ping, telnet, traceroute, nslookup, and ipconfig, as well as various freeware utilities.

Wide Area Network (WAN)

- **Cisco Router Management:** Experienced with Cisco routers, including the 1700, 3600, and 3725 series.
- **Firewalls:** Proficient with Watchguard, Barracuda, Sonicwall, and Fortinet tools.

Desktop & Server Administration

- **Windows Server:** Proficient in Windows Server 2003, 2008, 2012, 2016, 2019, and Microsoft 365 administration.
- **Linux:** Familiar with CentOS, Red Hat, and Ubuntu.
- **Mac OS:** Knowledge covers recent versions of the Mac OS.
- **Virtualization:** Experienced with VMWare and Microsoft Hyper-V.
- **Software Skills:** Expert in Microsoft Access, strong in Word, Excel, and SharePoint.
- **Web Technologies:** Familiar with CMS systems (WordPress, b2evolution, Joomla), HTML, CSS, and PHP.
- **Design Tools:** Somewhat familiar with Adobe InDesign and Dreamweaver.