

Contact

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Top Skills

Systems Engineering
Virtualization
Active Directory

Certifications

Microsoft Certified Systems Administrator (MCSA)
CompTIA A+
CompTIA Network+

Michael McConnell

Systems Engineer III at Rackspace
San Antonio, Texas, United States

Summary

I currently am a Systems Engineer at Rackspace. I have been involved with client side engineering for roughly 10 years. I manage an infrastructure of SCCM, MDT and have since gotten heavily involved with Microsoft Azure, Windows 10 Autopilot and Windows Virtual Desktop.

Experience

Rackspace

18 years 3 months

Systems Engineer III

April 2020 - Present (4 years 8 months)

San Antonio, Texas, United States

Systems Engineer II

September 2015 - April 2020 (4 years 8 months)

San Antonio, Texas Area

I started the engineering role migrating our Windows imaging solution to the Microsoft Deployment Toolkit and SCCM which I have been advancing, upgrading and maintaining ever since. Create tools that improve the efficiency of the service desk to support end users, such as a GUI for interacting with the command line tool USMT for data migrations. Administer a SCCM environment, packaging software for distribution to end users and servers. Maintain Windows license (KMS) servers. Stood up and maintain MBAM for management of BitLocker.

Learned advanced PowerShell skills. Using PowerShell and VBScript, created custom integration pieces with our MDT imaging environment to automatically assign users to the machine being imaged in our asset inventory database in ServiceNow and report their status to a Slack channel. Created automation scripts for SCCM software packaging of certain software, identifying what version is available on the internet and comparing to what version we have in SCCM. If there is a newer version it'll download the content, create a SCCM package and distribute it to the appropriate places while also logging in Slack the activity of these automations.

Became a Global Admin of our Azure AD environment where I then proceeded to learn what the cloud can do for us. I suggested we look into Intune as our MDM provider, which it did. Have been following the advancement of Intune management of Windows 10 devices and learning about Modern Deployment using Windows Autopilot. Converted all our on-premise domain group policies to Intune compatible policies. Repackaged all our SCCM software to Intune compatible software for deployment over the cloud. Have gotten us very close to starting up a Pilot program of Azure AD joined machines for remote locations along with Hybrid Azure AD joined devices for on-premise machines.

Began testing of Windows Virtual Desktop hosted in Azure along with Passwordless Authentication with FIDO2 keys.

Windows Systems Engineer I

January 2013 - September 2015 (2 years 9 months)

San Antonio, Texas Area

Client Services Engineer

May 2008 - January 2013 (4 years 9 months)

San Antonio, Texas Area

Tier II Desktop Support Technician

September 2006 - May 2008 (1 year 9 months)

San Antonio, Texas Area

Joined a small team as a desktop technician to provide support for just over 1000 users running Windows XP and Linux operating systems as a contractor. After my first month and a half my contract was cancelled, and I was hired full time.

Provisioned new hire equipment and set permissions to services. Image workstations using Automated Deployment Services. Identified issues with network ports. Helped in maintaining an accurate asset inventory.

After a period, the team began to struggle with keeping up with the demand of the growing company. The way we provisioned machines was not sustainable and our tools were inadequate. Using skills learned from previous employment, created a new Windows XP image that required as little manual post configuration as possible and deployed to large quantities of machines at once using Ghost and created a different process for migrating user data. Leadership took note of my stepping up and soon after took over the existing imaging infrastructure from another team and molded it to better serve our needs. This shortly led to a promotion to a new position that didn't exist yet.

Texas Child Support Disbursement Unit
Jr. Systems Administrator, Support Technician
November 2005 - September 2006 (11 months)
San Antonio, Texas Area

On a team of two, provided desktop support in an office of over 300 users running Windows NT, Windows 98, Windows 2000 Professional and Windows XP Professional. Administered servers running Windows server 2000 and 2003. Setup new user accounts in Active Directory, configured user access and provisioned physical security badges. Managed a tape backup system using Veritas NetBackup software, tape backups were manually performed end of each day. Created a base Windows XP image for deployment on user workstations using Ghost.

U.S. Army and Army National Guard
Automated Logistics Specialist
June 2001 - July 2005 (4 years 2 months)
South Korea, Kuwait, North Carolina

Managed a Motor Pool supply room prior to being transferred directly to the Battalion Logistical Liaison. Due to my interest and skill with computers I became a PC support technician for the 7th Transportation Battalion Motor Pool while also receiving reports from the individual company Motor Pool supply rooms for input into an Excel spreadsheet.

Education

Techskills-San Antonio
A+, N+, MCSA, IT · (2005 - 2007)