

Edward Ciraco

Mamaroneck, NY 10543

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OVERVIEW

Results-driven IT System Administrator with over 3 years of IT experience supporting networks, business systems, and end-user environments. Skilled in system administration, network design, infrastructure deployment, IT security, with proven success designing and managing scalable solutions for enterprise and public-sector environments.

EDUCATION

Bachelor of Applied Science in Computer Information Systems

Graduated December 2023

Monroe College, Bronx, NY

EXPERIENCE

IT Administrator

January 2022 – Present

Village of Mamaroneck

Mamaroneck, New York

- Collaborate with departments to identify pain points and inefficiencies, analyze use cases, and deliver technology solutions through both in-house development and off-the-shelf implementations.
- Plan and manage IT and security projects, coordinating multiple vendors, overseeing budgets, and guiding deployments from design through implementation. Ensure smooth rollouts that improve organizational security, scalability, and efficiency while keeping leadership informed of project status.
- Design and develop in-house systems and automation solutions, including a custom Marina Management. Improve efficiency, standardize processes, and save the organization thousands annually by replacing legacy or manual workflows.
- Design, deploy, and troubleshoot network infrastructure across the organization, including Layer 2/3 switches, routers, firewalls, VPNs, and structured cabling. Maintain and configure core network services such as DHCP, DNS, and VPNs to ensure secure, scalable, and reliable operations.
- Implement and maintain IT security and monitoring tools, including pfSense firewall solutions and Nagios for network and system monitoring. Enhance security, improve visibility, and support proactive issue resolution across critical infrastructure.
- Administer and support Windows environments, including onboarding/offboarding, Active Directory, Windows Server, printer services, Office 365, and Exchange. Manage accounts, permissions, and group policies to ensure security, compliance, and smooth operations.
- Manage IT assets and procurement, including PCs, peripherals, and public safety technology. Oversee inventory, refresh cycles, licensing, and third-party software to ensure compliance, cost efficiency, and reliable operations.
- Provide support for 24/7 emergency services, ensuring continuous uptime and reliability across workstations, peripherals, VoIP systems, and specialized hardware and software. Maintain and support mission-critical technology to guarantee operational readiness.

SKILLS

- **Programming & Scripting:** PowerShell, Python, PHP, SQL, JavaScript, HTML/CSS
- **Systems & Administration:** Windows Server, Active Directory, Group Policy, Microsoft 365 Admin Center, Windows Deployment Services/Toolkit, Proxmox, VMware, Hyper-V, pfSense, Linux
- **Networking:** LAN/WAN, Layer 2/3 Switching & Routing, VPNs, DHCP, DNS, Firewalls, UniFi
- **Productivity & Collaboration:** Microsoft 365 Suite (Word, Excel, Outlook, Teams), Exchange, WordPress