

# Zac Harris

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## EXPERIENCE

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### Systems Architect, Associate Principal

October 2023 – October 2025

Oasis Systems/Astrion | Hanscom AFB, MA

Providing Systems Engineering support to the Enhanced Unit Level Intelligence (EULI) Program in the HB/C3BM branch for the U.S. Air Force at Hanscom Air Force Base

- Built, deployed and supported system images for Titan, TAW and JTAW platforms using various industry tools including Microsoft Deployment Toolkit (MDT) and Microsoft Endpoint Configuration Manager (MECM)
- Stood up Microsoft Endpoint Configuration Manager (MECM) environment for future use in image creation and deployment
- Created technical documentation from meeting outputs to provide a visual representation of program installation and configuration as well as data flow to ensure airmen in the field could properly image laptops and workstations.
- Lab Network Management
- Assisted with Cybersecurity operations (ACAS, STIG, System Hardening)
- Achieved Top Secret security clearance with SCI eligibility

### Sr. Systems Engineer

July 2022 – October 2023

Oasis Systems | Hanscom AFB, MA

Provided Systems Engineering support to the Unified Capabilities (UC) Program in the HNIT branch for the U.S. Air Force at Hanscom Air Force Base

- Coordinating with the different “families” within the Air Force to gather requirements for the modernization of base and Air Force enterprise telephony.
- Created Request for Information (RFI) documentation that was used to gather information from industry on the types of solutions and methods available to create an enterprise solution for the Air Force.
- Created technical documentation from meeting outputs to provide a visual representation of current call flows and data flow to ensure solutions presented to the customer provided them with solutions that would meet requirements.
- Worked with the UC team (Engineering, Cybersecurity, Logistics, Project Management, Finance) to ensure the solution being presented was technically sound, secure, and financially efficient while meeting the needs of the DoD and the Air Force.

### Systems Engineer II / Lead Associate

Aug. 2019 – July 2022

Oasis Systems | Hanscom AFB, MA

Provided Systems Engineering support to a Quick Reaction Program “Emergency Mass Notification System (EMNS)” in the HNIP branch for the U.S. Air Force at Hanscom Air Force Base.

- Investigation and validation of hardware and software requirements providing support to contractor as required for solutions such as Solar Winds, Azure, Blackberry AtHoc and F5.
- Supporting government team resources with documentation, verification, and solutions research.
- Analysis and approval process for proposed system/network/cloud architecture for program
- PMO Administration of Blackberry AtHoc cloud system (Reporting, Configuration, Alerts)
- Worked with Cybersecurity team to ensure secure systems were deployed (ACAS, STIG)
- Powershell scripting to automate administration tasks for fielded systems.

**Systems Engineer I / Lead Associate**

Jun. 2018 - Aug. 2019

Abacus Technology | Hanscom AFB, MA

Provided Systems Engineering support to a Quick Reaction Program “Emergency Mass Notification System (EMNS)” for the U.S. Air Force at Hanscom Air Force Base.

- Investigation and validation of hardware and software requirements providing support to contractor as required for solutions such as Solar Winds, Azure and F5.
- Supporting government team resources with documentation, verification, and solutions research.
- Analysis and approval process for proposed system/network/cloud architecture for program
- Providing program sustainment support and contract renewal efforts
- Worked with Cybersecurity team to ensure secure systems were deployed (ACAS, STIG)
- Achieved Secret Security Clearance

**Systems Administrator / IT Manager**

Nov. 2017 – Jun. 2018

Dicom Transportation Group | Woburn, MA

Facilitated day-to-day technology operations for all U.S.-based sites. Responsible for training new and existing staff on processes and procedures as well as resolving escalated issues from Tier 1, 2, and 3 staff.

- Administration of Amazon Web Services (AWS) environment.
- Trained Helpdesk associates in U.S. and Canada on processes and procedures. Served as escalation point for issues.
- Administration and support of Cloud VoIP phone system.
- Administration and management of VMWare environment. Lead upgrade project for new environment.
- Network administration for all U.S.-based sites

**Systems Administrator / IT Manager**

Aug. 2016 – Sep. 2017

WorldCare Clinical | Boston, MA

Facilitated day-to-day technology operations including ticket prioritization, tracking, and timely resolution, as well as technical support to external hospitals, imaging sites, doctors, nurses and imaging consultants.

- Virtualized and upgraded server infrastructure using Citrix Xen Server
- Implementation of new Windows domain to replace existing domain
- PACS administration and maintenance
- Implementation of upgraded network infrastructure
- Implementation of upgraded on-premises VoIP phone system with on-premises ShoreTel solution
- Administration and maintenance of Google Apps and Office 365
- CFR Part 11 compliance training and administration

**Integration Engineer**

Sep. 2012 – Aug. 2016

Morphotrust USA | Billerica, MA

Facilitated the integration of customized DMV software and hardware for over 42 states. Lead engineer for TSA contract to expedite airport security checkpoints throughput and Pre-check enrollment centers.

- Successfully created and deployed systems into multiple environments utilizing various imaging tools including Clonezilla, Ghost and WinPE
- Led hardware configuration, system hardening, system imaging, system encryption and vulnerability scanning for a multi-million-dollar government contract.
- Conducted User Acceptance Testing (UAT) for multiple programs.
- Authored easy to understand installation, configuration and user documentation.
- Deployed Dell Data Protection Enterprise (DDPE) into multiple programs

## **Systems/Database/Network Administrator**

Feb. 2009 – Sep. 2012

AT&T Government Solutions | Redstone Arsenal, AL

Facilitated the administration and maintenance of the systems and technology for the U.S. Army LOGSA Middleware program.

- Successfully migrated physical clustered servers to virtualized clustered servers
- Monitored the global logistic transactions of the U.S. Army and resolved issues with transmission.
- Earned CompTia Security+ and Server+ certifications.
- Earned WNSF Information Assurance certifications.
- Racked and stacked hardware for additional program effort resolving staging operations issues.

## **IT Systems Specialist**

Apr. 2005 – Feb. 2009

Topre America Corporation | Cullman, AL

Facilitated the administration and maintenance of the systems and technology for daily operations.

- Resolved user tickets regarding computer hardware and software, network, printing, building access.
- Installed and repaired computer systems, servers, PBX, printing, industrial computer systems.
- Administered company cell phones and blackberries.
- Designed and maintained internal company intranet.

## **EDUCATION**

**Full Sail University** | Undergraduate Certificate in Media Communications

Dec. 2015

- GPA: 4.0/4.0

**Full Sail University** | Bachelor of Science in Web Design & Development

In Progress

- Coursework includes: HTML5, CSS, PHP, JavaScript, Mobile Development, Intellectual Copyright, Network and Server structures.

## **SKILLS**

WAN, LAN, VPN, TCP/IP, DNS, DHCP, VLANs | OS X | Windows | iOS | Android | Javascript | Aruba, Cisco Switches | Barracuda, Cisco Routers | Synology, Dell EMC NAS/SAN | Microsoft/Office 365 | Macbook, iMac, iPad, iPhone | VMWare, Citrix Xen, Hyper-V Virtualization technologies | Nessus/ACAS Vulnerability Scanning | Clonezilla, Symantec Ghost, WIM, MDT, MECM, DISM Imaging technologies | Web Design and Hosting, HTML, PHP, CMS, CSS, Node.js, WordPress, Moodle | SQL, MySQL Server | Active Directory, GPO, IIS, FTP | Blackberry AtHoc | Python, Powershell, VBScript, Batch | AWS, Azure Cloud technologies | Google Workplace Administration, Google Voice Administration

## **COMMUNITY SERVICE**

### **Volunteer, Mentor with Resilient Coders 2012-2016**

Served as a volunteer and mentor with Resilient Coders, a Boston-based non-profit organization that mentors under-served youths in Web Design and Development, job skills and personal projects. I believe that taking time out to teach and pass on knowledge to individuals that normally don't have access to these services is important.

### **Volunteer, Technology Consultant/IT Manager with Good Samaritan Health Clinic 2005-2012**

Served as the Technology Consultant/IT Manager for 8 years. I built and maintained the clinic computers and server infrastructure, administered the network and VoIP phone system, Designed and developed the clinic website. Upgraded the network infrastructure, Backup solution. Administered Medication and Clinic patient files systems.