

# Michael Hoyer

# Systems Analyst

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## Executive Summary

Michael Hoyer is an experienced systems analyst with a widely diversified skill set. In a variety of environments, from television production to post-secondary institutions, Michael has had the opportunity to learn the importance of IT alignment with dynamic and varied organizational goals. Michael is seeking to build on his natural talents for client service by taking on new challenges in IT service delivery.

## Professional Experience

Systems Administrator  
TFO (Toronto, April 2007 to present)  
<http://www.tfo.org/>

- As part of the transition team following a corporate separation from TVO, Michael helped build out and maintain an SME business infrastructure and all-digital video production environment from the birth of the organization in 2007 to the present.
- Michael progressed quickly from desktop support to systems and network administration over the course of a year, moving from standardizing PC image deployment and formalizing a ticketing system for the IT and Maintenance departments to Windows 2003 administration and supporting AD domain controllers, SQL Server, Exchange 2007, Trend Micro's IMSS and Blackberry Enterprise Server (BES).
- Michael has supported VMWare ESX and VMotion to migrate legacy apps and servers onto VMs and handle failover, supported Cisco PIX firewalls via ASDM and SSH, as well as centralizing syslogging with Ubuntu Server and Snare, implementing analysis with Splunk and intrusion detection with Snort, managed the deployment and upgrades of Nortel VoIP telephony and handled in-house forensic investigation of critical systems.

Desktop Infrastructure Specialist  
TV Ontario (Toronto, April 2006 to May 2007)  
<http://www.tvo.org/>

- During a broad modernization effort at TVO, Michael supported live-to-air ("The Agenda") and live-to-stream ("Your Voice") broadcasts.
- As well as doing second-line support, Michael worked towards standardized desktop deployment in a highly heterogeneous environment, deploying and managing Windows 2000 and OSX images as well as assisting in the migration away from the FirstClass mail system to Exchange 2003.

IT Support Specialist

Carleton University Library Systems Department (Ottawa, March 2004 to March 2006)

<http://www.library.carleton.ca/>

- During the library's Learning Commons effort, Michael provided support and training for staff and students, evaluated and deployed security patches and introduced the installation of WinXP via standardized images and Symantec Ghost.
- Michael deployed and supported a variety of adaptive technologies and accessibility tools for disabled users .
- The majority of Michael's efforts went to securing and maintaining public-facing machines in a university environment, including routine and critical security upgrades, legacy software support, user training and break/fix.

## Technical Experience

Programming languages:

- C, C++, C# and Java, including OO and distributed programming techniques
- BASH shell scripting
- Python

Windows administration:

- 2003 server, XP, 2000 & NT, AD, Exchange 2007
- SQL Server
- Blackberry Enterprise Server (BES) and device management.
- Trend Micro's IMSS
- Symantec Enterprise AV and Ghost and HP Dataprotector

Mac Administration:

- OS X, Apple Remote Desktop
- Automator scripting
- SSH & rsync

Linux systems administration:

- RHEL/Fedora and Ubuntu administration and support
- BASH shell scripting, grep, find, xargs and screen
- SSH, rsync, swatch and expect scripting.
- Apache (LAMP) installation, perl, MySQL and OTRS.
- Networking Tools: Wireshark, SSH, NMap, Nessus, Nagios, Snare and Snort, Cisco ASDM and CiscoPix firewalls

Desktop Environments:

- Microsoft Office, OpenOffice & iWork suite
- GDM & KDM, PuttySSH, Mozilla Firefox, Cygwin.

Other Technologies

- Nortel VoIP hard- and software handsets
- Accessibility-related hardware and software support, including Jaws & Kurzweil

## **Publications**

- Making Movies: Free and Open Source Software solutions
  - Presented October, 2008: Free Software and Open Source Symposium
  - <http://fsoss.senecac.on.ca/2008/?q=user/13>
- Welcome to the Jungle: Field Guide to Enterprise Computing
  - Presented October, 2007: Free Software and Open Source Symposium
  - <http://fsoss.senecac.on.ca/2007/presentationDetails.php?presentationID=95>

## **Education**

- Third year, Computer Science at Carleton University (2006), with a Minor in English Literature. Finishing part time, Ryerson University (2008-present)

## **Hobbies**

- Tennis and Ultimate Frisbee.
- Blues and slide guitar, acoustic and electric.
- Carpentry
- Linux and Free Software advocacy.