Stephen Ringl

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Milton, FL 32583

Professional Experience

IT Director

City of Milton – Milton, FL   February 2019 – Present

Responsibilities & Accomplishments

- Maintain roadmap for future technology endeavors. Present IT initiatives and requests for funding to the City Manager and City Council for approval.
- Create an annual budget for the Information Technology department, including scheduling future upgrades and change initiatives.
- Network manager for all municipal buildings, including public safety, utilities, and wastewater treatment facilities.
- Develop and maintain Information Technology department Standard Operating Procedures.
- Develop and maintain information security policies.
- Install & maintain JIRA/Confluence request tracking and documentation platform for the organization. Monitor and report on request statuses.
- Automate reports, administrative tasks, and monitoring tasks using a combination of Python 3, Powershell, and BASH/command-line scripting.
- Support and update the City's IBM iSeries server, hosting CentralSquare's Naviline H5 ERP software.
- Managed the City's CivicPlus hosted website.
- Support the City Clerk & CivicClerk agenda management software. Additional familiarity with Granicus Agenda and Meeting Management.
- Assist in maintaining and testing the City's emergency management plan.
- Installed and updated antivirus, backup, monitoring, and data replication systems.
- Automated workstation deployment with RMM & configuration management tools.
- Manage Office 365, Exchange Online, and SharePoint Online Systems.
- Provide helpdesk and technical support for Windows, Office 365 applications, Adobe Acrobat, Photoshop, and Premiere Pro.

Technical Support Manager

Mathes Electric Supply Co., Inc. – Pensacola Florida   September 2015 – January 2019

Responsibilities & Accomplishments

- Updated all internal IT documentation using modern Content Management and Knowledge Management systems.
- Formatted and updated price/cost data in Infor ERP system.
- Installed and maintained Veeam Backup & Replication; ConnectWise Automate RMM Software; Office 365; Google Suite Corporate Email.
- Maintained server infrastructure using VMWare hosts containing 20+ Windows Server 2008 R2 and Enterprise Linux guests across two datacenters.
- Automated reporting of sales data, sending invoices, and claiming vendor rebates with Python 3 and shell scripting.
- Responsible for coordinating support issues with vendors.

Field Service Engineer

Bayer Healthcare – Pensacola, FL   June 2014 – August 2015

Responsibilities & Accomplishments

- Installed, maintained, and repaired Medrad power injectors across the Florida panhandle and southern Alabama. Worked across regions as required.
- Qualified sales leads and worked with the inside sales team to sell maintenance contracts and billable services.
- Responsible for completing and turning in work orders promptly, billing customers, reporting revenue, and coordinating preventative maintenance procedures with customers.
- Performed field corrective actions according to established procedures, maintaining corporate and FDA compliance.
- Updated workstations to current versions of applications/operating systems in accordance with HIPAA guidelines and observing PII best practices.

Assistant IT Manager

Mathes Electric Supply Co., Inc.   January 2008 – June 2014

Responsibilities & Accomplishments

- Supported internal users with support requests.
- Created a request management system to ensure support requests were resolved within appropriate time frames.
- Migrated physical servers to a VMware environment.
- Led a project to migrate from an on-premises Exchange server to a cloud-hosted email solution.

Skills & Competencies

Microsoft Administration

Microsoft Windows Server 2003-2016; Windows XP-10+; Windows Domain Administration; Exchange Online; SharePoint Online

Linux Administration

Linux, Apache, MySQL, PHP (LAMP) Server Deployment; Patching & Upgrades; Server Monitoring

Virtualization Platforms

VMware ESXi and Microsoft Hyper-V

Security & Disaster Recovery

Multiple Antivirus & Antimalware platforms; Veeam Backup & Replication

Productivity Software

Microsoft Office 365; Adobe Software; Knowledge/Learning Management; Ticket Management (JIRA & Request Tracker 4); Google Workspace

Programming & Development Experience

Python 3. Scripting experience with PowerShell, Windows CMD (Batch), Linux Shell (BASH). General web development experience with HTML, CSS, JavaScript, Python. Intimate knowledge of Content Management Systems (CMS) such as CivicPlus CivicEngage and Wordpress.

Education & Certifications

Degrees

Bachelor's of Science, Business and Management
Concentration in Project Management
Pensacola State College – May 2022

Associate of Arts
Computer Information Systems
Pensacola State College – December 2019

Master's of Business Administration
Emphasis in Information Security
University of West Florida – Forcasted graduation August 2024

Certifications

CompTIA Security+
Certified December 2020; Expires December 2023
Certification ID Code: NW0MFERPZLQQ1PSQ

CompTIA Network+
Certified January 2020; Expires December 2023
Certification ID Code: K06B21GE8PQ4QLSN

CompTIA A+
Certified August 2019; Expires December 2023
Certification ID Code: 7XYV3893RDEEQ555

Mile2 C)DRE: Certified Disaster Recovery Engineer
Certified December 2021; Expires December 2024
Certificate ID#: 15223-163-902-6248

Awards

Presidents List – Pensacola State College
Fall 2019, Spring 2020, Summer 2020, Fall 2021

Community Involvement

Leadership Santa Rosa – Santa Rosa County Chamber of Commerce
Milton, Florida – 2021-Present

School Advisory Council – Bagdad Elementary School
Bagdad, Florida – 2016-2018

Parent Advisory Council – Santa Rosa County School Board
Milton, Florida – 2017-2018