

# STEPHEN MOSS

IT Director / Senior IT Manager

📞 confidential    ✉ confidential    in [linkedin.com/in/stephenmoss/](https://www.linkedin.com/in/stephenmoss/)

## PROFESSIONAL SUMMARY

An accomplished IT Director and Senior Manager with 25+ years of experience driving business growth through strategic technology leadership, IT infrastructure, cybersecurity, risk management, and systems optimization.

I specialize in aligning IT solutions with business objectives to create resilient, scalable, and secure infrastructures. Known for a hands-on leadership approach, I build high-performing teams and lead complex projects that enhance efficiency, fortify security, and foster innovation. My strengths include budget optimization, system management, and technical problem-solving, all while ensuring network security and operational excellence.

### Core Competencies:

Enterprise IT Strategy & Roadmapping, IT Application & System Management (Salesforce, ServiceNow, Acumatica, Microsoft 365), Cybersecurity & Compliance (SOC 2, ISO 27001, NIST, IAM, Zero Trust), Leadership & Team Development (Cross-functional team collaboration, training, mentorship), Vendor & Stakeholder Management (Vendor contract negotiations, partner relations, SLAs), Process Automation & API Integration (JumpCloud, Okta, Data Pipelines), Budget Optimization & IT Cost Management, Service Desk & IT Operations Management.

Passionate about leveraging AI, automation, and emerging technologies, I continuously seek ways to improve both business processes and everyday life.

## WORK EXPERIENCE

### Director / Senior Manager of IT

Aug 2021 – July 2024

*Kenect, Pleasant Grove UT*

Kenect is a leading SAAS company, recognized for its rapid growth with three consecutive appearances on the "Inc 5000" list and ranking among the top 100 fastest-growing companies in Utah.

Between my roles as a contractor (at Integral IT) and a full-time Kenect employee, I managed IT needs for Kenect with company growth of 30 to over 250 employees, contributing to a 14x ARR growth over 4 years.

- Led IT strategy, aligning enterprise applications and technology initiatives with business objectives.
- Manage Cyber Security, ServiceDesk, IT Projects, and systems, ensuring operational efficiency.
- Utilized APIs to attach systems together with data for our data pipeline.
- Implemented and manage critical systems like Salesforce, Microsoft 365, FreshService, Verkada, Jira (Atlassian), JumpCloud, RingCentral, Zoom and other systems.
- Automated JumpCloud SSO environment, enhancing dynamic management of systems. Build automation scripts to further the product and make sure things are dynamically managed.
- Designed, implemented, and managing our ticketing system.
- Designed and installed an enterprise network (Cisco Meraki) infrastructure and ran 90,000+ feet of cable for the company.
- Oversaw firewall security (Cisco Meraki), VPN access, and network segmentation to protect critical systems.
- Directed IT strategy, aligning tech initiatives with business goals.
- Led IT risk assessments, implementing security measures that decreased incidents.
- Developed long-term IT roadmap, anticipating future technology trends, and positioning the company for growth.
- Led onboarding and offboarding security protocols for over 700+ employees, ensuring access control compliance.

### Senior Network Manager

Jun 2016 – Jul 2021

*Integral IT Services, Salt Lake City UT*

- Designed and implemented networks for small to mid-sized companies, optimizing performance and reliability.
- Worked with many different ERP and CRM software at different customer locations.
- Managed enterprise equipment including Watchguard, Cisco Meraki, Cisco, and Ubiquiti, ensuring seamless operations.
- Oversaw clients' SAN/Hyper-V Cluster at Databank (C7) data center, enhancing data integrity and accessibility.
- Led advanced troubleshooting for hardware and networking issues, significantly reducing downtime.
- Led backup and disaster recovery planning (Veeam, Databank), ensuring business continuity and data protection.
- Mentored junior techs, fostering a culture of continuous learning and professional growth of the team.

# STEPHEN MOSS

## WORK EXPERIENCE - CONTINUED -

### Data Center Specialist @eBay

Nov 2015 – Jun 2016

*Dell, eBay Data Center in West Jordan UT*

Worked for Dell as a contractor for eBay in the West Jordan Datacenter.

- Managed large scale project involving over 30,000 servers.
- Worked with other data center teams to improve datacenter.
- Repaired failed hardware and sent back RMA's.
- Engaged in advanced troubleshooting of hardware issues and networking.
- Instituted ServiceNow Ticketing and project software.
- Worked with Linux OS's and Advanced Tools

### Network Engineer Supervisor

Nov 2014 – Oct 2015

*Vivint, Provo UT*

- Led and mentored an 8-member team, enhancing their skills and career growth as NOC Technicians.
- Monitored network, responded to incidents, managed communications, and tracked issues to resolution.
- Specialized in VMWARE server management, provisioning virtual machines efficiently.
- Collaborated with site technicians to troubleshoot and resolve network issues promptly.
- Generated detailed reports, improving transparency and operational efficiency.
- Achieved a 15% reduction in incident response time by streamlining communications and implementing efficient troubleshooting protocols
- Managed a team that focused on configuration / automation of hundreds of devices before each network went to sales. This resulted in configuration of thousands of devices over my time implementing it. The system I designed also helped with mass future changes to configurations.

### Network Operations Specialist

Sept 2014 – Nov 2014

*Vivint, Provo UT*

- Monitored network systems, ensuring seamless operations and timely incident response.
- Communicated with site technicians to resolve issues, enhancing network reliability.
- Managed server operations, contributing to system stability and uptime.
- Generated detailed reports, aiding in strategic decision-making.
- Handled incident responses, minimizing downtime and operational disruptions.
- Streamlined network monitoring processes, ensuring 99% uptime and rapid incident response for critical systems.

### Customer Relations Tier II Support

Jul 2013 – Apr 2014

*Vivint, Provo UT*

- Monitored wireless infrastructure equipment, ensuring optimal performance and uptime.
- Provided escalated technical and billing support, resolving complex customer issues efficiently.
- Led special projects and configured radios for on-call resolutions, enhancing service reliability.
- Delivered exceptional customer service, contributing to team success and customer satisfaction.

### Network Administrator

Jan 2004 – Mar 2013

*Provo School District, Provo UT*

- Implemented and managed internal employee website and eSchool system, training staff and teachers.
- Designed and managed RADIUS security system with inventory tracking, leading a district-wide device audit.
- Executed district-wide wireless replacement project, enhancing connectivity across all schools.
- Resolved general IT tickets, providing timely support to various schools within the district.
- Managed network systems for 800+ devices, optimizing performance and reliability.
- Troubleshoot software/hardware issues across Windows, Apple, Linux, enhancing operational efficiency.
- Assisted staff with tech use, boosting classroom productivity and tech integration.
- Administered IT budget, maximizing technology acquisitions within financial constraints.
- Ran CAT5, CAT6, Fiber optic cables, upgrading network infrastructure for improved connectivity.

# STEPHEN MOSS

## EDUCATION & PROFESSIONAL DEVELOPMENT

CISSP   ISC2	March 2025 (Expected)
Security+   CompTIA	February 2025
Jamf Certified Associate   Jamf	September 2024
Endpoint Administrator Associate   Microsoft	September 2024
Okta Certified Professional   Okta	September 2024
Meraki ECMS   Cisco	July 2024
Advance Certification   Jumpcloud	March 2024
Core Certification   Jumpcloud	November 2023
Foundations Certification   Jumpcloud	April 2023
MS365 Office Specialist   Microsoft	April 2018
VectaStar NMS Administrator   Cambridge Broadband Networks	October 2014
Business Administration with IT Emphasis   Western Governors University	September 2024

## PROFESSIONAL & TECHNICAL SKILLS

- SOC 2, ISO 27001, NIST Cybersecurity Framework
- Identity & Access Management (IAM)
- SIEM & Threat Intelligence
- Endpoint Security & Zero Trust (MFA, Conditional Access)
- Security Awareness Training
- Microsoft Entra & Active Directory
- IT Operations
- Network Services
- Project Management
- Network Architecture
- Technical Support
- Vendor Management
- Professional Mentoring
- Technology Management
- Resource Management
- Budgeting and Planning
- System Consolidation
- Network Design / Implementation
- Service Desk
- IT Policies and Processes
- Building Security
- Team Leadership
- Adaptability
- Collaboration
- API Integrations with Data Pipelines
- ERP/CRM Systems
- SSO Adoption and Setup
- Google Workspace
- Microsoft 365
- Cisco / Meraki
- Ruckus / Aruba WIFI
- Storage Area Network
- Salesforce
- Slack / Teams
- Verkada Access Control and Cameras
- Zoom / Goto Meeting
- RingCentral / Dialpad
- Adobe
- AWS Server Managment
- Twilio / Bandwidth
- Apple / Microsoft / Linux
- Lucid
- Paylocity / UKG
- Bitdefender
- SentinelOne
- Jumpcloud / Okta
- Jamf
- Atlassian Suite
- Other Systems and Tools