

Steven J. Rábago

IT Systems Specialist III

 [Steven-Rabago](#)

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Summary

Highly skilled IT Systems Specialist with extensive experience in Systems Administration, IT Security, Backup solutions, Hardware management, and Linux environments. Proven ability to exceed expectations, drive automation, and lead complex IT projects. Known for meticulous attention to detail, exceptional troubleshooting, and managing multiple priorities in high-pressure settings.

Experience

GSI Service Group, Inc.

February 2018 - Present

IT Systems Specialist III

Boulder, CO

 <https://gsi-companies.com>

- **Help Desk & User Support:**
 - Provide comprehensive Tier I-III support for Desktop, Network, Security, Software, and Server issues.
 - Coordinate seamless onboarding and offboarding processes, including logistics for remote work setups.
 - Proactively resolve technical issues and educate users to minimize recurring problems.
- **Systems & Network Administration:**
 - Administer Windows Servers for Azure Cloud, Office 365, Active Directory and ensure seamless integration between systems.
 - Administer Linux Servers for IT Help Desk, Backup, SNMP, Remote Management and Monitoring (RMM) enterprise systems.
 - Manage User Accounts, Security Groups, Conditional Access, and SharePoint Site permissions.
 - Automate System Administration tasks with PowerShell and RMM to enhance operational efficiency.
 - Ensure optimal system performance by conducting routine Windows and Linux Server maintenance.
- **Backup & Data Integrity Management:**
 - Oversee comprehensive backup solutions using Unitrends, Azure, Linode, SQL Server, and Windows.
 - Maintain data integrity and availability through diligent monitoring and proactive incident response.
- **IT Security & Compliance:**
 - Manage physical and digital security systems, including 4K PoE camera installations and door access control.
 - Implement CIS Level II guidelines, custom security policies, and enhanced Group Policy standards.
 - Conduct security incident analysis and reporting, collaborating with compliance teams.
- **Hardware Management:**
 - Perform diagnostics, upgrades, and repairs on laptops, desktops, and servers.
 - Coordinating warranty and vendor services efficiently for office and remote workers alike.
- **Project Coordination & Cyber Hygiene:**
 - Lead and coordinate IT projects, collaborating with construction management teams on infrastructure projects.
 - Overhaul and implement Group Policy templates and standards, addressing compliance and operational improvements.
 - Review critical security policies and regularly monitor alerts to ensure robust cyber hygiene.
- **Web & Documentation:**
 - Manage SSL certificate renewals, design Company websites, WordPress website maintenance.
 - Document technical solutions, create user guides, and maintain accurate inventory records for IT assets.

United States Marine Corps.

2841 - Ground Electronics Maintainer (Sgt.)

May 2010 – October 2017

Virginia Beach, VA

<https://www.marines.com/about-the-marine-corps/roles/military-occupational-specialty.html>

- Managed communications equipment, conducted troubleshooting, and coordinated warranty repairs.
- Mentored junior technicians, leading a deployed Comm. Platoon and ensuring operational readiness.
- Provide logistical support in critical, live training exercises.
- Maintained Secret clearance for secure crypto equipment and executed extensive network installations.

Mace Wireless Inc.

Radio Technician

January 2012 – August 2015

Virginia Beach, VA

<https://www.macewireless.com/>

- Installed and maintained security and communication systems for multiple high-profile projects.
- Managed installation projects, including digital radio systems for Newport News Shipyard and Sentara Hospital network.
- Led mobile GPS communication system installations for real-time fleet management.

Education

Marine Corps Communications Electronics School

October 2010 - May 2011

<https://www.trngcmd.marines.mil/Units/Marine-Corps-Communications-Electronics-School/>

Radford University

August 2004 - May 2008

<https://www.radford.edu/index.html>

Skills

Systems

Windows Server 2016-22, Office 365, Azure, AD, DNS, DHCP, SNMP, Ubiquiti, Linux, Debian, FreeBSD, Docker

Security

Incident Management, PoE/4K Surveillance Systems, Badge Access Control, Alarm Systems

Backup & Infrastructure

Unitrends, SQL Server, Azure, Netgate (pfSense), Palo Alto, Fortinet, Switching, Proxies, VPN

Automation

PowerShell, Remote Monitoring and Management, Winget, Chocolatey, Windows Updates

Policy

Microsoft Defender, Group Policy, Conditional Access, Intune, Secure Score

Web

SSL Encryption, DNS Records, IIS, PHP, HTML, FTP, Web Design

References

Available upon request.