

Joshua Saranas

SENIOR IT INFRASTRUCTURE AND TECHNOLOGY LEADER

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PROFESSIONAL SUMMARY

Senior IT infrastructure and systems professional with progressive experience spanning technical support, systems administration, Tier 3 engineering, infrastructure architecture, project leadership, and IT management. Experienced across Windows and Linux servers, virtualization, Microsoft enterprise technologies, cloud services, networking, endpoint security, backup and disaster recovery, and business-critical systems. Proven escalation resource for complex incidents and a hands-on leader of migrations, upgrades, deployments, implementations, and cross-functional initiatives.

CORE COMPETENCIES

Tier 3 escalation and root cause analysis	Windows and Linux administration	Active Directory and Group Policy
Microsoft 365 and Exchange	VMware vSphere, ESXi and Hyper-V	Azure and AWS
Routing, switching, VPN and firewalls	Backup, recovery and security	Infrastructure architecture
Project and change management	Incident and problem management	Documentation, SOPs and mentoring

PROFESSIONAL EXPERIENCE

Brightworks IT - Systems Engineer, Tier 3

September 2025 - Present

- Serve as the final escalation point for complex infrastructure, systems, networking, and application issues escalated from Tier 1 and Tier 2 support teams.
- Design, deploy, administer, maintain, and optimize Windows and Linux server environments.
- Administer VMware and Hyper-V infrastructure plus Active Directory, Group Policy, DNS, DHCP, Microsoft 365, and Exchange.
- Configure Azure and AWS services and troubleshoot routing, switching, VPN, firewall, and wireless issues.
- Implement backup, disaster recovery, endpoint security, vulnerability-management, and patch-management solutions.
- Lead migrations, upgrades, deployments, and implementation projects; develop SOPs and mentor Tier 1 and Tier 2 engineers.

City of Ecorse - Deputy Director of Information Technology

July 2024 - September 2025

- Supported IT strategy aligned with organizational operations and business objectives.
- Provided leadership across infrastructure, systems, projects, support operations, governance, compliance, security policy, and risk management.
- Oversaw high-impact technology projects and coordinated priorities through implementation.
- Partnered with organizational leadership to translate operational requirements into technology solutions and infrastructure priorities.
- Provided escalation support and technical leadership for complex systems and infrastructure issues.

PROFESSIONAL EXPERIENCE CONTINUED

RootLogik - Systems Architect

July 2023 - July 2024

- Designed and supported technology solutions aligned with client requirements, operational needs, and existing infrastructure.
- Coordinated distributed technical teams to maintain project timelines, system availability, and implementation objectives.
- Administered VMware vSphere and ESXi environments and worked with ETL processes, PowerShell automation, and Java technologies.
- Led recurring client meetings covering requirements, expectations, status, risks, and implementation priorities.
- Supported solution architecture, infrastructure planning, systems integration, and technology implementation.

NeverBlue IT - Senior IT Technician

June 2021 - June 2023

- Provided advanced support and troubleshooting for client systems, servers, networks, applications, and endpoints.
- Automated repeatable server and software-administration processes to improve operational consistency.
- Managed client technology projects from planning and implementation through completion.
- Developed technical documentation and internal knowledge resources; supported advanced escalations.

Northville Public Schools - Tier 1 IT Technician

June 2020 - June 2021

- Supported faculty, staff, administrators, and students across workstation, classroom, connectivity, account, and application issues.
- Installed, configured, deployed, and maintained end-user computers and classroom technology; documented incidents and escalated advanced issues.

Taylor School District - Tier 1 IT Technician

May 2018 - June 2020

- Delivered front-line support for teachers, administrators, staff, students, and classroom technology.
- Troubleshot devices, peripherals, software, connectivity, account access, and workstation configuration; documented and escalated unresolved infrastructure issues.

TECHNICAL SKILLS

Systems and infrastructure: Windows Server, Linux, server administration, Active Directory, Group Policy, DNS, DHCP, Microsoft 365, Exchange

Virtualization and cloud: VMware vSphere, VMware ESXi, Hyper-V, Azure, AWS

Networking: TCP/IP, LAN, WAN, WLAN, routing, switching, VPN, firewalls, network administration

Security and continuity: Endpoint security, vulnerability management, patch management, backup and disaster recovery

Automation and development: PowerShell, ETL, Java

Operations and leadership: Tier 3 escalation, incident management, root cause analysis, infrastructure projects, systems implementation, project management, IT governance, technical mentoring