

Justin Hoffmann

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PROFESSIONAL SUMMARY

IT Technician with experience supporting Microsoft 365, Windows, networking, firewalls, and endpoint management in a Managed Service Provider (MSP) environment. Skilled in troubleshooting hardware, software, and network issues, automating routine diagnostics with PowerShell, and delivering excellent customer support across multi-tenant client environments. Passionate about systems administration, virtualization, Linux, automation, and infrastructure technologies.

PROFESSIONAL EXPERIENCE

Business Information Solutions | IT Technician

March 2026 – Present

- Provide remote and onsite technical support for business clients in an MSP environment, administering Microsoft 365, Microsoft Entra ID, Exchange Online, and Active Directory user accounts.
- Developed cross-platform PowerShell and CUPS-based scripts to automate network printer diagnostics, reducing manual troubleshooting time across Windows and macOS fleets.
- Executed a SonicWall firewall LAN zone migration across interfaces with zero downtime by pre-staging configuration and verifying physical cabling prior to cutover.
- Managed endpoint lifecycle across multiple client tenants, verifying Microsoft Entra join status via Intune to ensure secure device provisioning and decommissioning.
- Diagnosed hybrid M365 mobile authentication failures using Entra ID sign-in log analysis, and resolved post-migration authentication issues by correcting stored domain credentials.
- Investigated EDR-flagged endpoint files (Huntress, SentinelOne), distinguishing legitimate antivirus driver artifacts from genuine threats to support security triage.

Harris Business Machines | Service / Network Technician

September 2022 – February 2026

- Configured TCP/IP, DHCP, SMB file sharing, printers, and network connectivity.
- Diagnosed hardware, firmware, software, and networking issues on multifunction devices.
- Performed remote support using TeamViewer and delivered onsite technical support.
- Installed, configured, repaired, and maintained office technology while minimizing downtime.

Metric | Field Technician

October 2018 – September 2022

- Provided field technical support and served as a help desk contact for staff, troubleshooting hardware, software, and connectivity issues remotely and on-site.
- Set up, configured, and repaired laptops, mobile devices, and field equipment for new and existing employees.
- Managed user accounts, password resets, and access permissions across field systems.
- Improved communication and operational efficiency across multiple projects.

TECHNICAL SKILLS

Microsoft: Microsoft 365, Microsoft Entra ID, Active Directory, Exchange Online

Operating Systems: Windows 10/11, Windows Server, Linux, macOS

Networking & Security: TCP/IP, DHCP, DNS, SMB, VPN, SonicWall / SonicOS (firewall administration)

Infrastructure: Proxmox VE, Docker, Virtual Machines

Endpoint Management & EDR: NinjaOne, Intune, SentinelOne, Huntress, Guardz, Barracuda

Scripting & Automation: PowerShell (diagnostic automation), CUPS

Support: Remote Support, Hardware Troubleshooting, Printer Administration