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JOEL LEHR
IT Director

PROFESSIONAL SUMMARY

IT Director with over 20 years of expertise in network security, VoIP, and systems integration. Demonstrates a forward-thinking approach to managing complex IT infrastructures, enhancing communication and operational efficiency. Committed to leveraging advanced problem-solving skills and innovative strategies to drive technological advancements and secure organizational assets.

EMPLOYMENT HISTORY

IT MANAGER   Jul 2019 - Present
Arizona Liver Health   *Chandler, AZ*

- Lead IT projects enhancing VoIP and Office 365 integration, ensuring seamless communication.
- Manage inventory and maintain IT equipment, ensuring operational efficiency.
- Conduct training for users to optimize system use and troubleshoot effectively.
- Oversee network security and connectivity, resolving issues swiftly to maintain uptime.
- Coordinate server infrastructure development, ensuring robust and reliable systems.

SYSTEMS ADMINISTRATOR   Apr 2018 - May 2019
Valley Perinatal Services   *Tempe, AZ*

- Orchestrated integration and communication of software upgrades.
- Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.
- Determined compatibility with various software by developing modification and integration programs.
- Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
- Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for 350 users.
- Created patches and solutions to fix bugs in existing applications.
- Coached and mentored employees and offered constructive feedback for performance improvement.
- Monitored networks and network devices to resolve technical problems quickly.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.
- Implemented, developed and tested installation and update of file servers, print servers and application servers.
- Diagnosed and executed resolution for network and server issues.
- Made recommendations regarding information technology infrastructure overhauls.
- Designed and evaluated WAN and LAN connectivity technologies.
- Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.
- Performed network security design and integration duties.
- Led server infrastructure development, quality assurance, staging and production systems.

BUSINESS OWNER/OPERATOR   Mar 2014 - Mar 2018
Southwest VoIP   *Chandler, AZ*

- Oversaw end-to-end business processes to maintain proficiency and profitability.
- Served as primary point-of-contact with suppliers and contractors to achieve inventory expectations.
- Served as principal stakeholder over organization's complete operations.
- Managed, tracked and coordinated problem resolution and escalation processes.
- Provided network support services for devices such as hubs, bridges, routers and other hardware.
- Provided complete end-to-end engineering and installation of route-based IP network solutions.
- Troubleshot complex multi-vendor network service provider issues.
- Configured, managed and troubleshot VoIP and multi-media distributed systems and platforms.
- Provided detailed network diagrams, process flow charts and procedural guidelines.

- Recommended options for disaster recovery, remote access, network appliances, servers and directory services security.

- Created VPN infrastructure for various workers, allowing for secure remote connections.

- Performed virtual machine provisioning, VM priority setup and template cloning.

- Monitored data transfer security to detect and prevent intrusion attempts and respond to DDoS attacks.

- Collaborated with vendors to select and install Copper and Fiber to optimize network performance and uptime.

- Supported application of tier isolation best practices.

- Liaised with cabling infrastructure vendors and domestic and international ISPs.

- Integrated 3CX based data, voice and video networks for use in multi-site installations.

IT DIRECTOR   Apr 2007 - Mar 2014
Envita Natural Medical Center   *Scottsdale, AZ*

- Analyzed department and job-related functionality requirements to align technology priorities with business needs.

- Designed and engineered 3 site locations across 2 diverse structural locations. Implemented VPN connectivity for both locations and supported more than 20 remote users both domestic and internationally.

- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes and performance measurements to balance continuous innovation with responsible risk-taking.

- Identified opportunities for application optimization, redesign and development and troubleshot and resolved user and application issues.

- Fostered positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.

- Implemented, created and tested disaster recovery and business continuity plans and maintained appropriate back-up system.

- Prioritized framework to evaluate technology and regulate communication with business stakeholders.

- Developed and maintained service level agreements for strategic applications and measured performance against objectives.

- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.

- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.

- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.

- Oversaw development and implementation of improvements to support and network operations.

- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.

- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.

- Played key role in on-going network design, reevaluation and optimization to keep pace with company growth.

- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.

- Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation.

- Liaised effectively with others to promote on-going network design, reevaluation and optimization that scaled with company growth.

NOC OPERATOR   Feb 2004 - Feb 2007
Expedia   *Chandler, AZ*

- Implemented, developed and tested installation and update of file servers, print servers and application servers.

- Monitored networks and network devices to resolve technical problems quickly.

- Monitored and maintained 40+ server farms (200 servers each) across primary and backup data centers using VMWare and remote technologies.

- Resolved issues and escalated problems with knowledgeable support and quality service.

- Diagnosed and executed resolution for network and server issues.

- Planned and implemented server farm upgrades to system hardware and software.

- Analyzed complex project server issues and worked on large enterprise and business-critical applications.

- Maintained flexible schedule and responded to after-hours and weekend emergencies.

- Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.

- Worked flexible hours across night, weekend and holiday shifts.
- Proved successful working within tight deadlines and fast-paced atmosphere.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE: COMPUTER SCIENCE   **Jan 1990**
Broome Community College   *Binghamton, NY*

SKILLS

DNS *(Expert)*, DHCP *(Expert)*, VPN *(Expert)*, IIS *(Expert)*, Windows Server *(Expert)*, Exchange *(Experienced)*, SharePoint *(Experienced)*, Active Directory *(Expert)*, Systems Center *(Experienced)*, SolarWinds, Trend Micro *(Experienced)*, VMware ESX *(Expert)*, Webroot *(Experienced)*, PowerShell *(Experienced)*, Visual Basic *(Skillful)*, HIPAA *(Expert)*, Problem-Solving *(Expert)*, Planning *(Expert)*, Coordination *(Expert)*, Office 365 *(Expert)*, Microsoft 365 *(Expert)*, SQL Server *(Skillful)*, Azure *(Experienced)*, System upgrades *(Expert)*, Technical Analysis *(Experienced)*, Hardware *(Expert)*, Virtual environments *(Experienced)*, VoIP *(Expert)*, Inventory control *(Experienced)*, Network security *(Experienced)*, WAN *(Expert)*, LAN *(Expert)*, Server infrastructure *(Expert)*, 3CX *(Expert)*, Disaster recovery *(Experienced)*, Budgeting *(Experienced)*.