

Julian Smith

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Professional Summary

Results-driven IT professional with over fifteen years of demonstrated expertise in Information Technology leadership across both public and private sectors. Renowned for consistently resolving complex issues, elevating customer satisfaction, and spearheading operational enhancements. A visionary leader recognized for outstanding emotional intelligence, adept at translating technical concepts to stakeholders of diverse backgrounds and levels.

Employment History

Director of Information Technology

01/2024

Arlington Holding Company

- Lead technology shared services for holding company that oversees five individual operating companies.
- Manage vendor relationships with internal and external stakeholders.
- Implemented company Intranet through Microsoft SharePoint
- Improved departmental support process through implementation of ticketing system for multiple departments.
- Provide innovative solutions to improve construction job site connectivity.

Director of Information Technology

11/2021 to 12/2023

Professional Building Services/Arlington Construction Services – Birmingham, Alabama

- Spearheaded comprehensive technology infrastructure upgrades, including a cutting-edge VoIP system, wireless access points, switches, fiber internet, and firewalls.
- Elevated cyber awareness through a robust training program via KnowBe4, complemented by the seamless implementation of Multi-factor Authentication.
- Pioneered the deployment and management of iPad devices with an advanced mobile device management solution.
- Introduced a meticulous asset management system for precise technology inventory tracking.
- Acted as the primary liaison for managed service providers and other critical technology vendors.
- Orchestrated a seamless migration project, consolidating both companies into a unified Active Directory /Azure AD environment.
- Established a comprehensive repository of IT systems documentation, facilitating knowledge transfer and operational continuity.
- Leveraged Power Automate for streamlined business process automation.
- Implemented a secure and efficient critical line-of-business application, enhancing both security and operational efficiency.
- Served as the foremost subject matter expert on information technology for all organizational stakeholders.

Coordinator of Information Technology

04/2018 to 11/2021

Hoover City Schools – Hoover, Alabama

- Proficiently coached and managed a team of 12 professionals by implementing robust company policies, protocols, and disciplinary procedures.
- Revolutionized cybersecurity posture through a multi-faceted approach and strategic alliances with key stakeholders.

- Provided expert technical guidance and project management oversight for vital system upgrades within the Human Resources and Payroll departments.
- Directed a technical team responsible for administering the organization's IT infrastructure.
- Defined and meticulously documented technical support best practices for technologies utilized throughout the district.
- Stayed abreast of industry trends, conducting in-depth research to develop innovative solutions and strategic initiatives.
- Implemented Microsoft System Center Configuration Manager for seamless OS and application deployment automation.
- Drove cost savings through strategic vendor relationships and collaborative problem-solving initiatives.
- Instituted cross-training programs to enhance team members' skill sets.
- Distinguished leader within statewide technology group, Alabama Leaders in Educational Technology, in domains of student data and cybersecurity.

Database Administrator

05/2016 to 04/2018

Hoover City Schools – Hoover, Alabama

- Meticulously maintained and supported databases for a K-12 school district serving 15,000 users.
- Conducted ETL operations, consolidating data from various sources, including the student information system, district inventory system, and ERP systems.
- Assumed responsibility for state and federal district reporting, ensuring data accuracy and compliance.
- Delivered comprehensive business information solutions to drive operational efficiency.
- Developed and implemented scripts and processes for data integration and maintenance.
- Expertly managed integration for over 80 software products.
- Administered Active Directory and Google Suite for Education.

Data Specialist/System Administrator

04/2014 to 05/2016

Trussville City Schools – Trussville, Alabama

- Managed information requests, handling public and protected data with the utmost precision and adherence to established procedures.
- Supported the student services department with specialized projects, facilitating a successful transition to online student registration and enrollment.
- Played a pivotal role in establishing the district's Data Governance policy.
- Served as the Windows administrator, overseeing DNS, DHCP, and Active Directory.
- Proficiently managed SharePoint 2007 and 2010 on-premises environments.
- Spearheaded the migration from on-premises to Office 365.

Senior Support Technician

11/2011 to 04/2014

Trussville City Schools – Trussville, Alabama

- Expertly configured hardware, devices, and software, setting up workstations for employees with precision.
- Proactively identified and removed malware, ransomware, and other threats, safeguarding laptops, and desktop systems.
- Conducted in-depth analysis of network and system issues, identifying, and implementing swift troubleshooting resolutions.
- Streamlined repair processes and updated procedures to ensure consistency in support actions.

PC Technician

09/2010 to 11/2011

Trussville City Schools – Trussville, Alabama

- Responded promptly to support requests from end-users, providing patient guidance through basic troubleshooting tasks.
- Diligently documented all transactions and support interactions, contributing to an ever-expanding knowledge base.
- Conducted post-engagement follow-ups to confirm optimal customer satisfaction and resolution.

Education

Master of Science: Information Systems Mississippi State University – Starkville, MS	05/2023
Bachelor of Science: Management Information Systems University of Alabama at Birmingham - Birmingham, AL	05/2010

Philanthropic

Center Point High School – IT Advisory Committee

2014 – Present

MS-ISAC K12 Workgroup Co-Chair

March 2021 – November 2021

ALET Cybersecurity Taskforce

January 2021 – November 2021