Ian Horsburgh
214 S. Silver St. - Centralia, WA – 98531 – Cell: 719.888.0670 – Email: ian@horsburgh.org
Technology Research – Project Management – User Support – Systems Integration

High energy and solutions focused technologist seeking long term employment in a technology-based position. Prioritizes innovation and cost-effective solutions to meet critical needs. Focuses on increasing productivity and improving reliability. Utilizes a broad knowledge of hardware and software to troubleshoot and support enabling quick rectification of obstacles.

Qualifications
●   20+ years of technical experience and direct user support.
●   Technical support for broad user base including phone support, design, fabrication, mission critical server maintenance and more.
●   Flexible to change and readily accepting of new responsibilities.

Professional Experience		
News Press & Gazette, LLC.	DVE Level 3	(2008 - 2019)

- Chosen by CTO for promotion from local site engineer to central NOC engineering team.
- Primary technical contact for all broadcast automation systems. To include their associated hardware and software including support, maintenance, planning and integration.
- Supporting engineer for broadcast related support services, servers and virtual server hardware.
- Design, engineering and construction of automated ease-of-access compliance hardware for Emergency Alert Services using Raspberry Pi with custom hardware and software.
- Able to reduce automation system related technical issues and downtime by approximately ninety percent during my tenure.
- Worked closely with various internal and external teams to coordinate upgrades and maintenance of all related hardware and software.
- Developed and conducted training and instruction for users and engineers on systems, applications and hardware devices involved in the broadcast chain. This included authoring of documentation and usage manuals as well as teaching multiple in-depth instructional courses.
- Designed and coordinated upgrade of Broadcast Operations Center including all workstations, audio and visual outputs. Upgraded BOC allowed operator remote administration and control of 40+ services at 10 different sites with room for expansion.
- Performed live upgrade of six fiber connected SAN storage systems for automation both on-site and remote systems with zero unplanned downtime and zero impact to air products.

EDUCATION		
Net 10 Technologies	A+ - MCP - MCSE	(2001)