

Erik Powell

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Professional Summary

IT leader with 20+ years of experience building and scaling internal IT operations across many industries. Proven at standing up IT departments from scratch and managing IT teams. Delivers infrastructure, virtualization, and security solutions that keep businesses running smoothly.

Experience

Lost Boys Interactive - Remote

April 2021-Current

IT Director

- Managed an IT team of up to five people.
- Conducted 1:1s, daily standups, and performed reviews for team members.
- Collaborated with departments like Dev Ops and Release Engineering.
- Managed asset and software inventories.
- Managed department budget, company hardware and software budget, renewals.
- Migrated studio from Google Workspace to Microsoft 365
- Migrated studio from JumpCloud IDP to Azure/Entra ID
- Participated in migration from Paylocity to Rippling
- Participated in building, supporting, and maintaining development pipelines including Perforce, Github, Swarm, Jenkins, Steam, and Epic Games store.

Support Systems Engineer

- First full-time IT hire at Lost Boys Interactive, a remote-first video game development studio based in Madison, WI.
- Oversaw the creation of the internal IT department, including all of its operational stack. Inventory tracking, ticketing, remote support software, onboarding processes and various other systems and processes.
- Planning and implementation for projects including roll-out of enterprise class firewalls, virtual and physical data centers.
- Implemented JumpCloud IDP and Managed Google Workspace
- Participated in hiring of technicians, administrators and engineers.

Shelton Keller Group - Austin, TX

September 2019 – April 2021

Systems Administrator

- First full-time internal IT hire for Shelton Keller Group, a Knoll furniture dealer and distributor with two locations in Austin and San Antonio.
- Oversaw the creation of an internal IT department including implementation of ticketing, inventory, deployment and intranet systems.
- Planning and implementation for network projects including data migrations, physical and virtual network infrastructure, and some work in Azure and AWS.
- Supported and managed the technology and needs of approximately 100 employees.

TeamSoft, A Peoplelink Group Company - Middleton, WI

July 2015 – September 2019

Systems Administrator/IT Analyst

- First full-time internal IT hire at TeamSoft Inc.
- Supported 30 employees and maintained network infrastructure—servers, firewalls, switches, and VoIP

system

- Implemented ticketing, inventory tracking, and remote support tools to streamline helpdesk operations
- Researched and deployed system upgrades: SSD/Windows 10 refresh, FortiGate firewall, seamless Wi-Fi network, and SQL Server
- Configured and replaced Cisco 3560 core switches to boost network performance and reliability
- Conducted technical interviews for IT consulting candidates, evaluating skills for TeamSoft and client needs
- Transitioned into Corporate IT Department in 2017 as IT Analyst, handling escalations for 500+ users across 85+ U.S. branch offices
- Partnered with the IT Director and network engineer to roll out the “Branch Office in a Box” network equipment kit
- Managed network and server operations at the South Bend datacenter, ensuring uptime and performance

Alsum Farms & Produce - Friesland, WI

June 2012 – July 2015

Systems Administrator/IT Manager

- Managed a two-person IT team and provided on-call support for 100+ employees, including after-hours and weekend coverage.
- Supported 65 PCs, 55 Cisco VoIP phones, 12 printers, 12 servers (physical and virtual), Cisco switches/hubs, and NetApp SAN storage.
- Built server and network infrastructure for an ERP migration and managed VMware ESX virtualization—expanding the cluster with blade servers and provisioning VMs.
- Supported and maintained enterprise systems: Dynamics GP, SQL Server, Unisun Envio, Barracuda backup appliance, Cisco Unity, Kronos payroll, and Avalanche network management with Motorola handhelds.
- Automated desktop deployments and routine processes via Group Policy (MSI packaging) and implemented Spiceworks ticketing/inventory plus a company intranet.
- Designed and deployed network solutions: site-to-site VPN, wireless networks for farming operations and guest/vendor access (using custom-firmware routers), and core infrastructure for a plant expansion and product-traceability initiative.

Subzero and Wolf Inc. - Fitchburg, WI

April 2011 – September 2011

Contract Role: Desktop Support Technician II

- Provided Level 2 on-site and remote support for desktop PCs, peripherals, network issues, and VoIP phones via Microsoft Remote Desktop.
- Triage incoming tickets, assigning issues to technicians, engineers, or developers, and kept detailed records of diagnostics and resolutions.
- Deployed software and machine images through Microsoft’s SCIM deployment tools and managed the IT department’s physical inventory.
- Installed and configured Rockwell Automation software to support production operations.
- Took part in company-wide Windows and Office migrations.
- Offered but turned down full-time IT role at Goodyear, AZ plant expansion.

Robotic Automation Systems - Waunakee, WI

January 2011 – April 2011

Contract Role: Desktop Support and Network Administration

- Provided day to day IT support on a contract basis.
- Responsible for administration of servers and data backups.
- Provided IT consultation on purchasing of servers and workstations.
- Installed and setup new rackmount Server system with disk drive backup.
- Created and configured Active Directory Domain.

- Setup user accounts and network security.
- Involved in planning for network expansion in the Waunakee Business Park.
- Ran cable and wired new building for Ethernet.

EVCO Plastics - De Forest, WI

January 2010 – August 2010

Plastic Injection Molding Press Operator, Inspector/Packer

- Worked on 2nd shift on the production floor.
- Operated a Plastic Injection Molding machine and inspected parts.

Wisconsin State Department of Health Services - Madison, WI

July 2009 – December 2009

Contract Role: Server Consolidation Team Desktop Administrator

- Employed under contract for TEK Systems in a network migration and server consolidation project for the State Department of Health Services.
- Front-line Support in a team of 4.
- Deployed software packages and provided remote support through LANDesk.
- Assisted in the creation of training and 'how to' documentation for state employed IT personnel and end users.
- Worked with migration scripts and a wide range of software and hardware while participating in bug-testing and bug-fixing in pre-deployment development.
- Help desk responsibilities in a call center during deployment of migration scripts and associated software package installations and upgrades.
- Administrative responsibilities included managing, granting, restricting and troubleshooting network access for end users in Active Directory.

EVCO Plastics - De Forest, WI

June 2003 – April 2009

Desktop Support and Network Administrator

- Supported 300+ workstations, managed AD, Exchange, SharePoint, and oversaw Windows NT to 2000/XP migrations.
- Built network infrastructure (cabling, switches, hubs), maintained backups, and administered antivirus solutions.
- Implemented Planstar ERP on SCO Unix servers and deployed kiosk stations on the production floor.

Competencies and Skills

Platforms: Windows and Windows Server, MacOS, Linux, VMware ESX/ESXi, Hyper-V, NetApp SAN

Networking: Cisco iOS (switches, routers, access points), FortiGate, VPNs, DNS, DHCP, SD-WAN, WiFi

Cloud & Identity: Azure/Entra ID, AWS, Google Workspace, JumpCloud, Microsoft 365, Okta, Active Directory

Applications: Dynamics GP/Navision, SQL Server, Kronos, Rockwell Automation, Perforce, Jenkins, Spiceworks, LANDesk, SCCM, ServiceNow, FreshService, ZenDesk

Processes: ITIL-aligned project planning, support, documentation, budgeting, SLAs, team mentoring, management, technical interviewing