

Frederick Book

IT Systems & Support · Infrastructure & Leadership

29+ years keeping IT reliable and teams effective — enterprise endpoint management, Active Directory, and end-user support, with the leadership to run it. From an Army electronic-maintenance platoon to a 1,600-endpoint campus.

● U.S. ARMY SFC/E-7 (RET.) · VETERAN

● CIVILIAN IT TEAM LEAD · 1,600+ ENDPOINTS

● FCC AMATEUR RADIO · GENERAL

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— PROFESSIONAL SUMMARY

IT systems and support professional with 29+ years of progressive technical and leadership experience spanning enterprise endpoint management, Active Directory administration, end-user support, configuration management, and Information Assurance. Led a college technical-services team responsible for 1,600+ endpoints across 80+ classrooms; administered enterprise Microsoft Intune MDM; and served 23 years as a senior Army NCO and federal civilian technician. Retired Sergeant First Class (E-7) and federal civilian Wage Leader (WL-11); Veterans' Preference eligible. Known for developing people, documenting process, and making complex technology simple for the people who depend on it.

— PROFESSIONAL EXPERIENCE

● Technical Services Team Lead — Richland Community College

Aug 2023 – Jun 2025

- Led the Technical Services team — full-time technicians and student workers — owning hiring, training, scheduling, and performance management.
- Maintained 1,600+ endpoint computers across 80+ classrooms plus college servers — full infrastructure responsibility for reliability, imaging, and support.
- Administered Active Directory, server uptime, system imaging, software deployment, and end-user support across the campus.
- Managed the full classroom AV stack at scale — projectors, sound systems, and document cameras across all 80+ rooms.

● Information Systems Support Specialist — Macon County Health Department

Aug 2020 – Sep 2022

- Administered enterprise Microsoft Intune MDM: device enrollment, compliance-policy deployment, configuration profiles, and application deployment.
- Enrolled 250+ machines per month at peak during COVID-19 contact-tracing operations — scaling endpoint provisioning under critical time pressure.
- Managed Active Directory users, devices, group policy, and OU structure; authored SOPs for endpoint provisioning.

● Electronic Maintenance Chief (SFC/E-7) & Wage Leader (WL-11) — Illinois Army National Guard — Title 32

1994 – 2017 · 23 yrs

- Senior NCO over an electronic-maintenance platoon and Federal Wage System team lead over full-time civilian shop staff — led, trained, and mentored soldiers and civilian technicians across geographically dispersed units statewide.
- Primary hardware-maintenance and support authority for STAMIS platforms (ULLS-G / ULLS-A); supported the statewide transition to GCSS-Army (SAP-based ERP) with training and field-level support during rollout.
- As State Calibration Coordinator, performed and audited calibration on 6,000+ pieces of TMDE statewide, applying Army calibration-management regulations (TB 750-25 / DA PAM 750-8) alongside ANSI/NCSLI Z540 and ISO/IEC 17025 metrology QA principles.
- Graded subordinate technicians' calibration work against standardized checklists, documenting procedural deviations and corrective actions.
- Owned interval scheduling and traceability records across the statewide TMDE inventory, maintaining continuous compliance with DoD calibration policy.
- Performed COTS hardware fielding and quality assurance during a major enterprise technology refresh; enforced configuration management and Information Assurance (DoD/NSA) compliance. Two combat deployments; medically retired 2017.

● Bus Driver / IT Solutions Contributor — Sangamon Valley CUSD #9

Jun 2025 – Present

- Identify and implement practical technology improvements for aging district systems while serving in a primary transportation role — applying enterprise IT judgment in a small-district environment.

— ONGOING TECHNICAL PRACTICE

VIRT Proxmox Homelab

Production-grade HP ProLiant DL380p Gen8 running Proxmox virtualization with multiple LXC containers and VMs.

NET Self-Hosted Network

UniFi gateway, WireGuard/Tailscale remote access, Caddy reverse proxy with SSL across a segmented LAN.

AV Live Production

Church AV / live production with ProPresenter and Blackmagic ATEM switching — real-world AV at scale.

RF Amateur Radio (N9MRQ)

General-class operator; Meshtastic/LoRa and SDR experimentation — RF and networking convergence.

— TECHNICAL SKILLS

Endpoint & Directory

Microsoft Intune MDM Active Directory Group Policy Windows Desktop / Server Imaging / Deployment

Support & Leadership

IT Team Leadership End-User Support Hardware Lifecycle & QA SOPs / Documentation IT Asset Management

Infrastructure & Security

Virtualization (Proxmox) Networking (UniFi/VPN) Configuration Mgmt Info Assurance (DoD/NSA) AV / Classroom Tech

Core Strengths

End-User & Endpoint Support

Team Leadership & Development

Systems & Infrastructure

Process & Documentation

— TRAINING & CREDENTIALS

94W40 Electronic Maintenance Chief

U.S. Army · also 94F Spec. Electronic Devices Repairer

NCO Professional Military Education

Advanced leadership progression through SFC

Federal Civilian (Ret. WL-11)

~23 yrs Title 32 Military Technician

Security Clearance — Secret

Held during federal service

Richland Community College

Coursework · Decatur, IL

FCC Amateur Radio — General

Callsign N9MRQ

— MILITARY SERVICE

U.S. Army / IL Army National Guard

SFC/E-7 (Ret.) · 1994–2017

Two combat deployments

Veterans' Preference eligible

Medically retired, disabled veteran. Two decades leading people and technology under real pressure.