Nickolas James

Systems Engineering | IT Management | Service Delivery

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SUMMARY

Systems engineer and IT manager with 10+ years in MSPs and in-house IT. Most recently oversaw the client onboarding pipeline at an MSP, guiding 50+ new clients through it in five months. Before that, ran IT for a 110-user manufacturer for three and a half years, including its move from on-premises Exchange to Microsoft 365. Strong on documentation and steady under escalation.

SKILLS

Microsoft 365 & Identity: Microsoft 365 administration, Exchange Online, Entra ID with Conditional Access, Intune, Purview, Cisco Duo MFA, Azure

Servers & Virtualization: Windows Server, Active Directory, VMware vSphere, Hyper-V, Proxmox, Docker, Linux

Networking & Voice: Cisco, Ubiquiti UniFi, Cloudflare, DNS/DHCP, TCP/IP, SIP (BroadWorks, Asterisk)

Endpoints & MSP Platforms: Windows, macOS, iOS/iPadOS, Android; ConnectWise Automate & Manage, ScreenConnect, IT Glue, Network Detective

Automation & Development: PowerShell, Python, Power Automate, GitHub Actions, octoDNS, PostgreSQL, Next.js, TypeScript

Security & Compliance: CrowdStrike, Sophos, MFA and Conditional Access, network segmentation; SOC 2, HIPAA, PCI DSS, NIST SP 800-171

Service Delivery: Client onboarding, escalation management, helpdesk leadership, IT department operations, vendor renewals, SOPs and documentation, peer training

EXPERIENCE

Client Delivery Manager — **May 2026 – Oct 2026**

Pacific Office Automation | Portland, OR

- Oversaw the onboarding pipeline for new managed-services clients, guiding 50+ clients through it in five months.
- Coordinated a five-person onboarding team through kickoff and status meetings, and served as the escalation point when onboards stalled.
- Refined the onboarding workflow and handoff documentation, keeping MFA, access control, and network segmentation standards consistent across new clients.

IT Manager — **Nov 2022 – May 2026**

Sunstone Circuits | Portland, OR

- Ran IT for a PCB manufacturer of about 110 users with two direct reports, covering systems, networking, endpoints, and helpdesk.
- Migrated the company from on-premises Exchange to Microsoft 365.
- Rolled out a secure building-access system and set up monitoring that caught problems before users noticed them.
- Handled vendor renewals and contract negotiations, and kept PCI and data-protection practices current.
- Owned the company's NIST SP 800-171 compliance program, including policy, controls, and assessment evidence.

Professional Services Engineer **Feb 2020 – Nov 2022**

Executech | Phoenix, AZ

- Designed and deployed network and server infrastructure for MSP clients under HIPAA, SOC 2, and NIST requirements.
- Retained roughly 10 at-risk client accounts by taking over and stabilizing environments after poor prior service.
- Monitored and serviced 3,500+ endpoints and servers for 100+ clients with ConnectWise Automate and Manage, secured with Sophos Firewall, Intercept X with MTR, and Email Gateway.
- Led and trained a team of 4–6 technicians; owned implementation documentation and support handoffs in IT Glue.

System Administrator **Aug 2019 – Feb 2020**

Echelon Technologies | Phoenix, AZ

- Monitored and maintained 400+ endpoints for 70+ MSP clients; provisioned Windows Server hosts and virtual machines on Hyper-V and VMware ESXi; maintained the internal knowledge base.

VoIP Technical Support Specialist **Jun 2018 – Aug 2019**

J-Curve Technologies | Phoenix, AZ

- Promoted from Level 1 to Level 2; supported SIP endpoints on Cisco BroadWorks and BroadSoft M6, monitored T1–T3 circuits, managed Cisco and Adtran routers, and led peer training.

Manager of Technology **Oct 2011 – Dec 2018**

M&D Playhouse | North Conway, NH

- Built and ran the theater's Active Directory environment and an in-place Asterisk VoIP PBX conversion; developed custom ticketing (Visual Basic, Vendini integration) and concessions (Java) point-of-sale applications.

AV & LIVE PRODUCTION

VJ, Audio Engineer & Technical Production **2011 – Present**

Conventions and community events | Multiple locations

- Assistant production manager for a seven-stage San Jose convention; ran the headline stage, including multiple telepresence productions and a fully timecoded concert.
- Worked 27 multi-day conventions since late 2023, running visuals, audio, playback, camera, and technical direction from load-in to strike.
- Build show systems on Resolume, NDI, Blackmagic DeckLink, and OBS; edit in DaVinci Resolve, Premiere Pro, and After Effects.

Freelance Event Production **2024 – Present**

Kelcema | Remote and on-site

PROJECTS

DNS as code: Cloudflare DNS managed in Git with octoDNS; GitHub Actions runs dry-run plans on pull requests before deploying.

Crew scheduling platform: Replacing spreadsheet time grids for convention AV crews; PostgreSQL, Django, and Next.js.

Self-hosted media dashboard: Mobile-friendly Next.js/TypeScript front end for a self-hosted media stack.

EDUCATION & CERTIFICATIONS

B.S. Information Technology | Southern New Hampshire University | 2022

IT Glue Certified Administrator (2022) | Network Detective Certified Administrator, RapidFire Tools (2022)