Jason Greb

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PROFESSIONAL SUMMARY

Seasoned IT professional with over two decades of diverse experience across roles such as IT Management, Systems Engineering, and Entrepreneurship. Proficient in Windows Server and Linux environments, adept at configuring and troubleshooting virtualization technologies, scripting languages, and networking infrastructure. Recent notable achievements include spearheading the successful deployment of Rauland Responder Enterprise, marking the first implementation at a Veterans Affairs (VA) facility nationwide. Recognized for a creative and pioneering approach to problem-solving, continually seeking new ways to innovate and improve processes. Passionate about leveraging technology to drive organizational success.

EXPERIENCE

Ronco, Charlotte NC   Jul 2019 – Present
IT Implementation Specialist

- Led end-to-end implementation of software solutions for large healthcare organizations, ensuring seamless deployment and configuration of Rauland Responder Enterprise, Telecenter U, and Midmark Versus.
- Developed and deployed custom web-based internal tools utilizing LAMP stack to enhance team efficiency, resulting in significant time and resource savings.
- Established and maintained multiple testing environments for comprehensive software and hardware solution validation of multiple product lines, ensuring optimal performance and integration.
- Designed and implemented a monitoring platform for proactive maintenance of multiple software suites including customized scripts to enhance monitoring beyond traditional data points.
- Collaborated with sales teams to develop customized solutions tailored to client needs, leveraging expertise in multiple software and hardware platforms. Led multiple presentations focusing on key areas such as complex technical solutions requiring an SME.
- Recognized as a subject matter expert, providing valuable insights and guidance to colleagues and clients.
- Led implementation of first fully operational deployment of Rauland Responder Enterprise in a Veterans Affairs (VA) across the nation.
- Led implementation of several complex projects for HCA Healthcare in of their largest hospitals including network migration of a critical life safety system, integration of Responder 5 with Mobile Heartbeat, and setting the standard for all of HCA for performing Responder 5 software upgrades.

Mission Health, Asheville NC   Jan 2014 – Jul 2019
Systems Engineer – IT Construction

- Coordinated IT infrastructure for 50+ capital construction projects, managing budgets up to $120,000, ensuring seamless integration of technology with construction needs.
- Acted as a liaison between facilities and IT departments, facilitating effective communication and project success.
- Managed move operations for IT equipment, minimizing disruptions during relocations.
- Led key projects, including:
  - Implementation of Rauland Nurse Call system for a new $400 million healthcare tower, improving patient care and communication.
  - Upgrade of pneumatic tube IT integration, enhancing workflow efficiency in hospital operations.
  - Successful relocation of IT equipment for two active critical care Emergency Departments, ensuring uninterrupted services.

Systems Engineer

- Collaborated in managing a large-scale IT infrastructure with 1,200+ Windows servers in a multi-million-dollar data center, utilizing VMware, Orion, SCCM, failover clustering, and backup management technologies.
- Played a key role in various projects, including:
  - Successfully migrating, upgrading, or decommissioning 300 servers, optimizing infrastructure and enhancing performance.
  - Streamlining deployment of virtual servers via automation, reducing deployment time from 6 hours to 30 minutes or less.
  - Developed custom "About My PC" desktop application to improve communication between end-users and IT, which was adopted by leadership and deployed on over 13,000 computers within the health system.
  - Integrated "About My PC" application with Easy Vista ticketing system, streamlining support processes and enhancing user experience.
  - Enhanced SolarWinds Orion alerting system, implementing new monitoring points and alerts for proactive problem resolution.

Angel Medical Center, Franklin NC   Jul 2011 – Jan 2014
Interim Director of MIS

- Oversaw personnel management in the IT department, including recruitment, training, and performance evaluations, fostering a high-performing team.
- Spearheaded the migration of AMC's entire computer network to Mission Health's Active Directory domain, ensuring seamless integration and improved network management.
- Played a key role in the migration of AMC's Electronic Medical Record system from Meditech Magic to Cerner PowerChart, enhancing patient care capabilities.
- Conducted strategic planning for the IT infrastructure of a new two-story medical office building, ensuring alignment with organizational goals and operational requirements.

IT Analyst

- Established the inaugural help desk position for AMC, transforming customer experience and elevating service standards.
- Implemented a new ticket tracking system, improving response time and accountability for IT support requests, resulting in enhanced efficiency and customer satisfaction.
- Developed and deployed streamlined processes for PC deployment, utilizing automation to save time for IT staff and end-users.

ElectroNerdz, Inc., Lakeland, FL   May 2003 – Jun 2011
President

- Owned and managed a small business with 5 employees, providing comprehensive IT services to businesses and residents across Polk County, FL, and surrounding areas.
- Provided support to over 200 small to medium-sized businesses and residential customers, offering expertise in a wide range of hardware and software environments across various industries.
- Developed and implemented a managed services program, offering proactive IT management and support to clients, resulting in improved operational efficiency and reduced downtime.
- Acted as sales engineer for new implementations, collaborating closely with business customers to design and implement tailored IT solutions to meet their specific needs and objectives.

EDUCATION

East Carolina University, Greenville, NC   2017

    Bachelor of Science, Business Administration (Management of Information Systems)

Polk State College, Lakeland, FL   2003

    Associate of Applied Science, Internet Technology

SKILLS

Programming/Scripting Languages: PowerShell, PHP, Batch, SQL, AutoIT

Software/Systems: Microsoft Windows Server, Microsoft SQL Server, Linux, Rauland Responder and TCU, Midmark RTLS, SolarWinds Orion, N-Able, Azure, Visio, Active Directory