

ROBERTO E. BLACK JR.

Senior IT Systems Administrator | Cyber Defense & Information Systems | CW2, U.S. Army (Retired)

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PROFESSIONAL SUMMARY

Systems administrator and information systems technician with 15+ years of combined federal civilian and U.S. Army/Army Reserve experience administering Windows Server environments, virtualization platforms, and enterprise collaboration systems for the Department of Homeland Security / FEMA and Army cyber defense organizations. Retired Chief Warrant Officer Two (255A, Information Systems Technician) who led information services operations for a Brigade S6 section. Background spans systems administration, mobile device management, computer network defense, vulnerability management, and IT project coordination in high-compliance, mission-critical environments. Active Public Trust clearance (FEMA); prior TS/SCI (SSBI, 2020), eligible for reinstatement.

CORE COMPETENCIES

Windows Server Administration & Active Directory • Virtualization (VMware, Hyper-V, Citrix) • Mobile Device Management (Microsoft Intune) • SharePoint Online & Collaboration Systems • IT Asset & Device Lifecycle Management • Vulnerability Management (Nessus, ACAS) • SIEM & Network Defense (ArcSight, Sourcefire IDS, McAfee NIPS, NetScout) • Computer Network Defense & Incident Response • PCI-DSS / FISMA / NIST-Aligned Compliance • IT Policy & SOP Development • AV / VTC & Unified Communications • Database Maintenance & Administration • IT Project Coordination • Team Training & Leadership • Federal & DoD IT Environments • Azure Fundamentals

PROFESSIONAL EXPERIENCE

U.S. Department of Homeland Security — FEMA — Bothell, WA | Jun 2016 – Present

Information Technology Specialist, GS-12 2210

- Administer Windows Server and virtualized infrastructure (VMware, Hyper-V, Citrix) across a multi-site region, managing OS releases, patching, and system integrity to sustain operational availability.
- Support Mobile Device Management/Mobile Application Management via Microsoft Intune, securing agency iOS, Android, and Windows mobile devices.
- Built and administer multiple SharePoint Online sites supporting regional operations and disaster response missions; served as Vice President of the Regional SharePoint Committee and led site migration from regional to HQ servers.
- Led a \$200K region-wide multifunction device refresh, achieving documented annual savings exceeding \$100K.
- Serve as Audio-Visual (AV) lead, partnering with internal and external stakeholders to design and upgrade AV/videoconferencing rooms region-wide.
- Author standard operating procedures for systems administration and DHS/FEMA IT policy compliance; resolve complex hardware/software interoperability issues.
- Perform database maintenance — device creation, expansion, transaction log management, backup/restore — to ensure data reliability and accessibility.
- Deliver tiered technical support across computing, VoIP, telephony, multifunction device, and network/storage systems.

U.S. Army Reserve — 301st Maneuver Enhancement Brigade, S6 Section — Joint Base Lewis-McChord, WA | Jan 2020 – Mar 2026 (Military Retirement)

Information Services Chief, MOS 255A, CW2

- Supervise systems, services, and personnel in a Brigade S6 operations center, ensuring efficient cataloging, retrieval, and distribution of mission-critical information.
- Plan, install, administer, and troubleshoot Mission Command and automation information systems (domain services, DNS, SCCM, SharePoint, messaging) supporting secure voice, video, data, and imagery processing.
- Manage IT initiatives across the full project lifecycle — initiation, planning, execution, monitoring, and closeout.
- Develop policy recommendations and provide technical guidance to commanders and staff on the management of Army, joint, and multinational information systems.
- Train and mentor personnel on the planning, installation, administration, and troubleshooting of information systems.

Central Cyber Protection Center (Army Reserve Cyber Protection Brigade) — Coraopolis, PA | Feb 2018 – Dec 2019

Cyber Operations Specialist, MOS 25B (ASI E4-Cyber), E5

- Performed monitoring, detection, analysis, and response for assigned segments of the Army LandWarNet using firewalls, IDS, host-based security tools, and ArcSight SIEM.
- Served as Assured Compliance Assessment Solution (ACAS) Subject Matter Expert, providing vulnerability assessment guidance to the incident handling team.
- Evaluated network and technology alternatives against established criteria to recommend optimal security solutions.

Imprezzio Inc. — Bothell, WA | Feb 2016 – Jun 2016

Security Analyst

- Implemented standard operating processes and SLA oversight for IT teams, improving vendor and customer relations.

- Conducted vulnerability assessments and Nessus scans; managed Active Directory onboarding, permissions, and access control.
- Prepared for and passed PCI-DSS audits with high ratings; built and secured servers and VMs using Hyper-V.

U.S. Army SWACC, 160th Signal Brigade / Det 3 — Kuwait | Mar 2015 – Mar 2016

Computer Network Defense Infrastructure Support/Analyst, MOS 25B, E5

- Planned, implemented, and managed operation/maintenance of CND systems including Sourcefire IDS, NetScout, and McAfee NIPS across the DoDIN in the SWACC area of responsibility.
- Conducted network traffic analysis using SIEM and packet data to identify and respond to security threats; supported Sourcefire contracting and budget functions with leadership briefings.

Western Cyber Protection Center (Army Reserve Cyber Protection Brigade) — Bothell, WA | Mar 2014 – Nov 2018

Cyber Incident Handler, MOS 25B, E5

- Supported the Army Reserve Information Operations Command's Cyber Protection Incident Handling Team, performing network defense, incident response, and auditing of critical systems.
- Served as ACAS Subject Matter Expert for the Bothell Incident Handling Team.

Imprezio Inc. — Kirkland, WA | Sep 2014 – Feb 2016

NOC Technician

- Monitored production servers, network equipment, databases, and proprietary applications for operational stability.
- Conducted recurring Nessus scans and vulnerability remediation; managed Active Directory onboarding and email provisioning; built and secured Hyper-V servers and VMs.

Astrea (on-site vendor support, Google Kirkland campus) — Kirkland, WA | Feb 2012 – Sep 2014

Equipment Maintenance Technician

- Provided desktop, mobile device, and video-conferencing support in a high-volume enterprise environment as an on-site vendor technician.
- Managed full-lifecycle IT asset management — procurement, deployment, maintenance, and secure disposal — across Windows and Linux environments.

Office Automation Group, Inc. — Seattle, WA | Dec 2011 – Feb 2012

Full Service Technician

- Installed, configured, and maintained client network infrastructure across Western and Central Washington; diagnosed and resolved performance bottlenecks.

361st PSYOP Company (Airborne), Army Reserve — Bothell, WA | Oct 2011 – Mar 2014

Signal Support Systems Specialist, MOS 25U, E5

- Installed, operated, and maintained radio and data distribution systems; directed repairs of tactical LAN equipment (servers, switches, UPS, cabling).
- Maintained 100% accountability of \$1.04M in assigned company equipment in a deployed/field environment.
- Led migration of company files to new shared storage with zero data loss and zero downtime.

EARLIER EXPERIENCE

Information Technology Specialist, 416th Civil Affairs Battalion (Airborne), U.S. Army Reserve, San Diego, CA — Nov 2007 – Oct 2011. Installed and maintained multi-user information processing systems and peripheral equipment; drafted technical documentation for network maintenance.

Service Desk Agent, Hewlett-Packard ESD NMCI, San Diego, CA — May 2008 – Sep 2008. Delivered remote technical support to a global Navy/Marine Corps/DoD user base; administered BlackBerry (BES) devices and network accounts.

Dell Product Support Representative, CR McMullen Co. / Robert Jury & Associates, San Diego, CA — Jan 2009 – Jul 2009. Provided technical support on Dell products; contributed to a 10% reduction in inventory losses and a 27% increase in promotional sales.

Field Artillery Automated Tactical Data Systems Specialist (MOS 13D), U.S. Army (Active Duty), Fort Bragg, NC — Jun 2001 – Nov 2004. Operated and maintained the Advanced Field Artillery Tactical Data System (AFATDS); administered user accounts and network resources.

EDUCATION

Coursework toward Computer Information Systems — DeVry University, Federal Way, WA (no degree conferred)

SECURITY CLEARANCE & CERTIFICATIONS

Public Trust — Active, U.S. Department of Homeland Security / FEMA • TS/SCI — SSBI adjudicated 2020, inactive since military retirement (Mar 2026); eligible for reinstatement without a new investigation within the standard 24-month reciprocity window

Microsoft Certified: Azure Fundamentals (AZ-900), 2021 • Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900), 2021 • Assured Compliance Assessment Solution (ACAS) • HBSS Administrator • DoD Information Assurance Fundamentals

Prior certifications (expired, renewal in progress): CompTIA Security+ • CompTIA Network+ • EC-Council Certified Ethical Hacker (CEH)