

Joshua Francovitch

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IT Network and Systems Administrator

Results driven IT operational support specialist with over a decade of hands-on experience with systems and network administration in medium and large-scale complex environments. Proven ability to develop, design, and deploy innovative solutions throughout infrastructure that achieve positive effect on efficiency and accuracy. Career supported by a diploma as a network specialist with a concentration in Cisco and an Associates of Science in Computer and Electrical engineering technology.

Areas of Expertise

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|---|--------------------------|--|
| • Windows/Linux Server Administration & Troubleshooting | • Cisco Networking | • Virtualization Technologies |
| • System & Networking Monitoring | • Patch Management | • Active Directory & Group Policy Administration |
| • User Support & Training | • Scripting & Automation | • Incident Response |

Key Projects

ITOC Dashboard - Proposed and led development of an enterprise ITOC Dashboard using Power BI and PowerShell within the Microsoft 365 environment, automating data integration for NERC compliance and delivering real-time visibility of change requests across the organization.

WMAR Network Infrastructure Upgrade - Led a \$500K network infrastructure upgrade in a 24/7 news environment, coordinating with vendors and cross-departmental teams to design and deploy physical and logical layouts with zero downtime.

WBFF Editing Suite Upgrade - Supported an editing suite upgrade at WBFF Fox 45, deploying new hardware and software to improve media ingestion and automated workflows with zero downtime in a fast-paced broadcast environment.

Education

Gwinnett Tech Institute	Lawrenceville, GA
Diploma Network Specialist with Cisco Concentration	07/2025
Coursera	Online
Certification, Google Cybersecurity	08/2024
ITT Technical Institute	Owings Mills, MD
AS Computer & Electronics Engineering Technology	12/2010

Professional Experience

Self Employed

Athens, GA

Family Caregiver

03/2018-08/2024

- Provided full-time home health care for a family member coordinating daily medical needs and advocating for care
- Managed appointments, schedules, and medications, ensuring compliance with care plans

Exelon

Baltimore, MD

Sr. Noc Technician

07/2014-02/2018

- Delivered Tier 2 enterprise support across Windows servers, applications, and network infrastructure in a 24/7 operational environment, ensuring maximum uptime and reliability for the nation's energy grid.
- Administered Active Directory, Group Policy, and user permissions, strengthening security and streamlining access control.
- Monitored and maintained large-scale infrastructure using NOC monitoring tools, proactively identifying issues before they impacted production systems.
- Managed incidents and service requests through enterprise ticketing systems, ensuring timely response and resolution in alignment with defined SLAs and incident response procedures.

E.W. Scripps WMAR ABC 2

Baltimore, MD

Manager of Information Systems

07/2011-07/2014

- Managed day-to-day IT operations and served as the primary systems administrator for Windows Server environments supporting newsroom, production, and business systems.
- Developed and enforced IT policies and procedures governing user access, data retention, and security compliance, ensuring consistent practices across departments.
- Conducted staff training and IT orientation sessions covering security awareness, workstation setup, and best practices for data protection and software use.
- Implemented a new ticketing system and updated IT policies to standardize issue reporting, improving workflow visibility, user accountability, and building a centralized knowledge base for recurring support issues.

Sinclair Broadcast Group WBFF Fox 45

Baltimore, MD

Information System Support Specialist

05/2010-07/2011

- Provided comprehensive IT support in a 24/7 live broadcast environment, ensuring uninterrupted newsroom, control room, and production operations.
- Installed, configured, and maintained Windows & Linux servers, desktops, and newsroom systems, optimizing stability and workflow continuity.
- Collaborated closely with engineering and production teams to integrate IT systems with broadcast equipment and automation workflows.
- Supported cybersecurity readiness by configuring endpoints, applying patches, and assisting with security updates to minimize vulnerabilities.