

MICHAEL J. DUFF

Senior Systems Administrator | Tier 2 Escalation Lead | AI Solutions Architect

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PROFESSIONAL SUMMARY

IT operations veteran with over 20 years in the MSP industry, specializing in MSP infrastructure engineering, cloud migrations and Tier 2 escalation leadership across healthcare, financial and government-sector client environments. Proven track record stabilizing operations during critical transitions, building documentation systems that scale across distributed teams, and integrating modern AI tooling to sharpen service delivery. Founder of FLCT, building software for managed service providers and websites for businesses of every kind. Known for anchoring client trust through systematic issue resolution, hands-on team leadership and a practical, no-overhead approach to technical operations.

CORE EXPERTISE & TECHNICAL STACK

RMM & Remote Access	NinjaRMM (primary), Datto RMM, N-able, Bomgar; multi-platform RMM administration
Cloud & Modern Workplace	Microsoft 365 administration, Azure Active Directory, Microsoft Intune, Apple MDM (Addigy), Google Workspace, cloud migrations
Core Infrastructure	Windows Server, Active Directory & GPO, DNS/DHCP, VMware/ESXi, SAN storage, Deep Freeze Cloud
Security & Compliance	SentinelOne, Huntress, Duo MFA, Microsoft Defender, Perch SIEM, Breach Secure Now, ConnectSecure, CyberQP (Quickpass)
PSA, Documentation & ITSM	ConnectWise Manage, HaloPSA, Autotask, IT Glue, Passportal, Datto DNA
Backup & Business Continuity	Datto, Dropsuite, MSP360; disaster recovery planning and automated continuity scheduling
Networking & Unified Comms	Meraki, 3CX, DNS/DHCP, perimeter security enforcement
Deployment & Automation	ImmyBot, Microsoft Intune Autopilot, Pax8 provisioning
Web & Design	Managed WordPress, Elementor, hand-coded HTML/CSS, cinematic 3D scroll sites, cPanel/WHM, hosting administration, site security hardening, SEO (25 years)
AI & Workflow Optimization	Claude, ChatGPT and Google Gemini embedded into documentation, troubleshooting triage, internal knowledge workflows and AI-assisted software development
Industries Served	Healthcare, financial services, government, education, legal, SMB

PROFESSIONAL EXPERIENCE

Senior Systems Administrator / Tier 2 Escalation Lead | *Hill Country Tech Guys (Remote)* **Aug 2022 – Present**

- Serve as primary Tier 2 escalation point across 50+ MSP client networks, providing hands-on infrastructure support and acting as the technical decision-maker during critical team transitions that required independent stabilization of operations.
- Lead and mentor a 14-person technical team, providing supervisory oversight to Tier 1 technicians and peer technical leadership to fellow Tier 2 systems administrators to keep escalation standards consistent and knowledge transfer strong.
- Delivered documented service delivery efficiency gains exceeding 35% (management-tracked) by embedding AI-assisted workflows, including Claude, ChatGPT and Gemini, into troubleshooting triage, client documentation and internal communication.
- Designed, developed and launched the corporate website for Hill Country Tech Guys (hctechguys.com), and direct its ongoing hosting administration, design updates, security patching and platform maintenance.
- Implemented and administered Apple MDM enrollment infrastructure via Addigy, including Apple Business Manager integration and service discovery configuration for seamless device onboarding.
- Authored and maintained infrastructure blueprints, system whitepapers and client network documentation in IT Glue, standardizing knowledge transfer across a distributed engineering team.
- Contributed to a 95% multi-year client retention rate through disciplined SLA execution, proactive monitoring via NinjaRMM and systematic issue resolution across healthcare, financial and government verticals.

Senior Systems Administrator / Technical Team Lead | *OneSupport, San Marcos, TX* **Jun 2016 – Aug 2022**

- Co-architected and built the company's managed services department from the ground up, turning a legacy call center footprint into a modern, profitable multi-tenant managed services operation.
- Administered large-scale Microsoft 365 and Google Workspace estates; engineered and executed complex cloud migrations, including moving CenturyLink environments off Intermedia Hosted Exchange.

- Vetted, negotiated and deployed foundational platform integrations, including Pax8, Datto, SentinelOne, BitTitan and Dropsuite, establishing a core technology stack still in use after my departure.
- Engineered disaster recovery plans and automated business continuity scheduling using Datto, Dropsuite and MSP360, significantly reducing client data liability exposure.
- Authored core operational playbooks, RFPs and internal technical wiki modules to unify engineering procedures and reduce onboarding time across distributed service desk teams.

Founder | *FLCT (FL Computer Tech), Port Charlotte, FL*

2011 – Present

- Lead FLCT, a studio that builds software for managed service providers and websites for businesses of every kind, with MSPs and IT companies as a specialty.
- Designing and building Overmind (a command center for MSP operations), Overseer (software deployment and endpoint management) and IT Documented (IT documentation for MSPs), currently in development.
- Deliver managed WordPress sites, custom-coded builds and redesigns with hosting and care plans; maintain hctechguys.com as a retained web client.
- Created 3DScroller (3dscroller.com), a cinematic web studio that builds 3D scroll websites.

Founder & Owner | *Rhode Island Computer Tech, Providence, RI*

1999 – 2011

- Founded and bootstrapped a regional managed services provider, reaching financial self-sustainability within the first 12 months and growing to serve hundreds of small business clients across managed services, break-fix and hardware procurement.
- Secured and managed authorized Dell Gold Partner status, driving hardware procurement exceeding \$100K annually with zero implementation downtime across client environments.
- Provided remote monitoring, backup verification and disaster recovery engineering for high-governance clients, including medical clinics, educational institutions and military subcontractors.
- Earned back-to-back Best of Rhode Island honors (Providence Business Journal) for Online Computer Repair & Service.

CERTIFICATIONS & EDUCATION

- Microsoft Certified: Microsoft 365 Fundamentals (MS-900), 2026
- CompTIA A+ Certification, 2000 (Good For Life status)
- Systems Engineering Certificate coursework (MCSE), Lincoln Technical Institute, Lincoln, RI (graduated top of class, 2000)