

**Jackson Barker**

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## **Work Experience**

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**Technical Support Associate**  
**i3 Solutions Inc – Mississauga, ON**  
**April 2025 to Present**

Provided remote assistance for MSP clients by addressing operating system and software issues. I led projects to source enterprise network equipment and provide on-site installation and support. Acted as a point of contact with vendors to provide clients with reliable and cost-effective solutions.

**Chief Technology Officer**  
**BITSoc - Ontario Tech Business & IT Society**  
**January 2025 to Present**

Maintained the technical infrastructure for the BITSoc community, including the BITSoc website, and Discord server. My core achievement is my position as the sole developer and maintainer of the BITSoc Gala ticketing solution, which features automated email communication, online seat selection, seat zoning, and ticketed check-in.

**Chief Information Officer**  
**Netsoc - Ontario Tech Networking & IT Security Students' Association**  
**October 2023 to Present**

Enhanced the experience for students in the Networking & IT Security program at Ontario Tech University. My responsibility as an Chief Information Officer is to assist with technology related aspects of Netsoc operations, such as monitoring the status of virtual cloud servers, or maintaining the automated identity verification system for our community Discord forum.

**Operations Services Representative (Summer Student)**  
**City Of Hamilton – Hamilton, ON**  
**June 2024 to September 2024**

Addressed customer concerns by assigning cases to the responsible parties. This included dispatching customer coordinators, and communicating relevant details. Often I would have to communicate concerns to by-law officers, so thoroughness was a necessity.

## **Projects**

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**Network Pi**  
**December 2023 to Present**

This project started as a test of the feasibility of moving core services from my primary server to a Raspberry Pi 4B 4GB for reduced noise and power consumption. This included a DNS filter and recursive resolver, GPS-backed NTP service, account directory service (LDAP), online document

collaboration service (Nextcloud). Thanks to my foresight to use Docker for the majority of these services, migrations was as easy as copying the volumes.

### **3D Printed 10-inch Network Rack**

**August 2024**

I began with the objective of building a solution to allow for multi-gig access to network storage while away from home. Starting from an existing Thingiverse design, I added a cross brace to improve rigidity and strength during transportation, and designed friction fit mounting plates for the equipment I intended to keep in the rack. The network storage is served from a Raspberry Pi connected to an SSD Btrfs RAID array and 2.5GbE network switch. The rack is plug-and-play from anywhere with an internet connection, thanks to Tailscale and Cloudflare Tunnels.

## **Education**

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**(Currently Enrolled) Honours Bachelor of Information Technology**

**Networking and Information Technology Security**

**September 2023 to April 2027**

Ontario Tech University - Oshawa, ON

**High School Diploma**

**September 2019 to June 2023**

St. Mary Catholic Secondary School - Hamilton, ON

## **Skills**

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### **Programming**

- Python (Ontario Tech University)
- Java (St. Mary C.S.S. and Makeshift Robotics)
- C# (St. Mary C.S.S.)
- Javascript/Typescript – Next.js and React (BITSoc)

### **Information Technology (Ontario Tech University/[CCNA: Introduction to Networks](#))**

- Cisco IOS
- VLANs
- Link Aggregation/EtherChannel
- Security
  - VPNs
  - Access Control (ACLs)
  - Port Security

### **Technical Support (i3 Solutions Inc)**

- Remote desktop assistance
- Help desk ticketing
- Sales
  - Vendor relations
  - Client solution building
  - Invoicing