

Jackson Barker

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Work Experience

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 building AI-powered challenges for CTF competitions.

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

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

(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 & Certifications

Programming

- Python (Ontario Tech University)
- Javascript/Typescript – Next.js and React (BITSoc/Netsoc)

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

- Cisco IOS
- VLANs
- Access Control (ACLs)

Technical Support (i3 Solutions Inc)

- Remote desktop assistance
- Help desk ticketing

Cloud (Netsoc/[Microsoft Certified: Azure Fundamentals](#))

- Compute architecture
- Infrastructure management