

JOSEPH BISCARDI

IT Systems & Security Analyst | Identity • Endpoint • OT

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SUMMARY

Systems and security analyst with 7+ years securing identity, endpoints, networks, and operational technology in a manufacturing environment. Protecting 130 users with Entra ID, Cisco Duo MFA, Intune/Mosyle, SentinelOne EDR, SonicWall firewalls, Tailscale remote access, and Datto backups. Experience with corporate IT and plant-floor Ignition systems, and hands-on monitoring.

TECHNICAL SKILLS

Identity & Access: Microsoft Entra ID, Cisco Duo MFA, Tailscale, least-privilege access administration

Endpoint Security: SentinelOne EDR/XDR, Intune, Mosyle MDM, Action1 patch management, Windows / macOS / iPadOS

Network & Monitoring: UniFi networking, SonicWall firewalls, UniFi Protect, PRTG, Site24x7, remote access controls

Resilience & OT: Datto backup and restore testing, Windows Server, Linux, Ignition SCADA administration

Operations: SOP development, disaster-recovery checks, on-site and remote support for users

EXPERIENCE

IT Systems Specialist

April 2021 – Present

Metallix Refining | Greenville, NC

- Own identity and access for 130 users with Microsoft Entra ID and Cisco Duo MFA; control remote access to internal resources with Tailscale.
- Deploy and maintain SentinelOne EDR/XDR across the endpoint fleet; use Intune, Mosyle, and Action1 to keep Windows, macOS, and iPad devices patched and compliant.
- Administer UniFi network infrastructure, SonicWall firewalls, and UniFi Protect; monitor availability and faults with PRTG and Site24x7.
- Protect recovery capability with Datto backups and periodic restore testing for servers and critical systems.
- Administer Ignition on operational technology networks; coordinate access between plant-floor systems and corporate IT so OT stays available and segmented.
- Write security- and operations-related SOPs and support users on-site and remotely across cloud, server, backup, and network systems.

System Administrator

May 2019 – April 2021

LS Tractor USA | Battleboro, NC

- Implemented and maintained access controls, backups, and firewall protections for manufacturing systems and office users.
- Installed and hardened servers and workstations; monitored performance and resolved incidents that affected production support.
- Supported user access lifecycle, including account setup, permissions, and day-to-day security hygiene.

Help Desk Support Specialist

June 2015 – August 2018

Ann's House of Nuts | Robersonville, NC

- Handled account, hardware, and software support tickets; developed the access-and-troubleshooting habits used in later security and systems work.

EDUCATION & CERTIFICATIONS

B.S. Information and Computer Technology, Security Concentration

May 2019

East Carolina University, Greenville, NC

Accredited Configuration Engineer (ACE)

December 2018