IAN CALBREATH

Martinez, CA | 209-402-1056 | calbreathian@gmail.com

PROFESSIONAL SUMMARY

Healthcare IT operations professional experienced in complex troubleshooting, endpoint deployment, incident coordination, and repeatable solutions. Known for clear technical documentation, simplifying processes, and collaborating across support and infrastructure teams. Interested in endpoint engineering, IT operations improvement, and systems analysis.

TECHNICAL SKILLS

Endpoint & identity: Windows 10/11, Intune, MECM/SCCM, Windows Autopilot, Active Directory, Group Policy, BitLocker

Enterprise tools: Microsoft 365, Citrix, IGEL, Epic/ccLink user support, Ivanti/HEAT, VMware, SQL Server Agent monitoring

Operations & automation: PowerShell, PsExec, remote support, PKI/certificate troubleshooting, incident management, technical documentation

EXPERIENCE

Information Systems Technician II | Contra Costa Health

Jan 2026–Present | Promoted from Technician I (Dec 2024–Dec 2025)

- Support clinical and administrative departments with Windows endpoints, Citrix-managed environments, IGEL thin clients, Microsoft 365, and enterprise healthcare applications.
- Troubleshoot device enrollment, domain trust, certificates, authentication, drivers, network connectivity, and application access; deploy and replace Windows/IGEL workstations.
- Managed 2,216 incidents and 1,803 calls, maintaining a 4.9/5 customer experience score and a 9:58 average call handling time.
- Document fixes and escalation findings, collaborate with infrastructure teams, and support time-sensitive hospital issues, including after-hours rotations.

Computer Operator II | Contra Costa Health (Bayside Solutions contract, then County employee)

Aug 2022–Dec 2024 | Contract-to-permanent conversion Aug 2023

- Monitored SQL Server Agent jobs, batch processing, VMware and cluster health, system interfaces, CCTV, and operational alerts supporting critical healthcare services.
- Coordinated after-hours response with database, service desk, and infrastructure teams to investigate outages, failed jobs, and priority incidents.
- Performed routine environment backups, WinSCP transfers, error checks, and handoffs supporting service continuity and disaster recovery readiness.
- Improved incident escalation workflows and communication across teams during evening operations.

IT Field Technician | PAQ Inc. (Food 4 Less)

Jan 2020–Jan 2021 | California

- Maintained retail technology across store locations, including POS terminals, PIN pads, computers, access points, printers, and UPS devices.
- Streamlined PIN-pad repair/replacement and vendor coordination; arranged specialized field service visits and store access.

EARLIER EXPERIENCE

Content Evaluator — Appen Global (2018–2020) | Customer Service Representative — Veterinary Services Incorporated (2017–2018)

EDUCATION & CERTIFICATION

Los Medanos College — Computer Science coursework (SQL, Python, networking, information security)

CompTIA A+ — Earned 2020 (expired)