

Jacob Schultz

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IT Support Specialist | Systems Administration | Networking & Infrastructure

CompTIA A+ certified IT professional with hands-on experience building Linux servers, Docker environments, networking infrastructure, and automation solutions. Proven ability to troubleshoot hardware, software, and network issues while independently designing and deploying production-ready IT projects. Nine years of emergency services experience with strong problem-solving and operational discipline.

TECHNICAL SKILLS

- **Certifications:** CompTIA A+ – 2026, MD Emergency Medical Technician – 2016
- **Operating Systems:** Ubuntu Linux, Windows, MacOS
- **Networking:** TCP/IP, DNS, Switching, Routing, Wireshark, Cloudflare, Tailscale
- **Systems:** Docker, Portainer, Nextcloud, RAID, Virtual Machines, Containers
- **Hardware:** PC/Laptop repair, HDD/SSD, Router/Switch configuration, RJ45 termination
- **Scripting & Automation:** Linux/Bash scripting, Google Apps Script, Python
- **Remote Administration:** SSH, VPN, SCP/FTP

TECHNICAL PROJECTS AND EXPERIENCE

Automated Firehouse Alerting System | Internal IT Project – Prince Georges County Fire/EMS Department

- Engineered a redundant Linux-based alerting system using packet capture, SSH, Python, and port mirroring.
- Captured and analyzed CAD network traffic to trigger apparatus-specific alerts independently of the primary system.
- Designed and deployed a fault-tolerant alerting solution that increased reliability for time-critical dispatches.
- Integrated Linux, networking, structured cabling, and audio hardware into a fully operational system.

Maintenance Tracking & Notification Automation | Internal IT Project – Prince Georges County Fire/EMS Department

- Built a Google Apps Script solution integrating Forms and Sheets to automate apparatus maintenance tracking.
- Automated notifications and reporting, improving communication and record accuracy.

Self-Hosted Cloud Server | Personal Project

- Built and administered an Ubuntu Server running Docker, Nextcloud, and Portainer.
- Configured RAID storage, Cloudflare DNS, SSH, reverse proxy, and Tailscale VPN.
- Designed and installed supporting network infrastructure.

Technical Consultant | Firefighting Robotics Project (Intel)

- Invited to advise on firefighting operations and deployment considerations for a firefighting robotics initiative.
- Collaborated with engineers to evaluate real-world emergency response requirements and applications, helping to bridge operational needs and technical design.

Firefighter/Driver-Operator | Prince Georges County Fire/EMS Department – May 2017-Present

- Operate and maintain specialized emergency response vehicles requiring rapid troubleshooting, diagnostics, and critical decision making under time sensitive conditions.
- Perform preventative maintenance and diagnostics on all emergency vehicles and specialized equipment.
- Developed internal automation tools to improve operational performance and efficiency.
- Serve as the station's primary IT resource for printers, networking, and workstation troubleshooting.
- Trained seven probationary firefighters and delivered hands-on technical instruction.

EDUCATION

- CompTIA A+ (2026) • Emergency Medical Technician • Maryland Fire Rescue Institute