

# Connor James Weiss

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**Clearance:** Active TS/SCI Clearance  
Current Full Scope polygraph completed October 2014

**Education:** M.B.A. 2018  
M.S.S in Intelligence, Security Studies, and Analysis, 2017  
B.A. in Middle Eastern Studies, 2012  
Associates in Communication Application, 2012  
CompTIA Security + (Exp: July 2021)  
CompTIA Network + (Exp: Sept 2022)

## **Professional Experience:**

### **Regional Manager**

**Mantech International, Kunia, HI, August 2021-Present**

- Leads 18-person team to provide hardware end-user support to over 13K devices across 11 different sites
- Provides training and mentorship with semi-monthly training classes on various parts of Information Technology and the Intelligence Community
- Provides weekly and monthly reports to executive level leadership ensuring fidelity on all projects, tasks and actions on the island of Oahu
- Responsible for improving site to organizational first 100% Service Level Agreement (SLA) for a month with updated processes and procedures and direct mentoring of technicians
- Led team to maintain 99% SLA achievement since start of position, ensuring that new processes were ingrained and continually tracked to ensure success

### **Adjunct Professor**

**Angelo State University, San Angelo, TX 2020-Present**

- Incorporated higher-level learning and assisted the students to develop critical infrastructure literacy and problem-solving skills.
- Organized, prepared and revised/updated course materials.
- Developed policies to disseminate the course content.
- Ensured that the content and level of material asked in exams are adequately covered in classroom teaching

### **End User Technician**

**ManTech International, Offutt AFB, NE 2019-2021**

- Provided support to 1000+ pieces of equipment in support of Regional Infrastructure Support
- Enable connectivity of mission systems in support of Air Force and Intelligence Community objectives
- Provided assistance across multiple regions for desktop, network and printer support guidance

### **System Administrator**

**Exeter Government Services, Goodfellow AFB, TX 2015-2019**

- Site lead for a team consisting of twenty individuals providing tasks, goals and deadlines for projects
- Led site for SSP Validation to renew training capabilities for 3 years
- Optimizes the functionality and performance of hardware and software systems and ensures availability, integrity, efficiency, and reliability of servers and workstations.
- Identifies and resolves common problems, questions, or situations and provides customer service in a manner that minimizes interruptions to the customer's ability to carry out business activities

**Network Intelligence Analyst**

**US Air Force, Ft. Gordon, GA 2006-2013**

- Directed team of ten reporting analysts providing scheduling, quality control and training
- Advised office staff of 30 with procedures in setting up accounts, troubleshooting software/hardware issues and transitioning to new systems
- Spearheaded input to support specialists after transition to new hardware systems, assisting in identifying over 50+ items that required solving for smooth transition

**Liaison Network Officer**

**US Air Force, Kirkuk, Iraq June 2010-December 2010**

- Awarded Joint Service Achievement Medal for cryptanalysis and communication analytics during deployment in support of Operation Iraqi Freedom and Operation New Dawn
- Trained side by side with network technician in server installation and testing, use of Active Directory, and installation of software to systems, and help desk protocol

**Specialized Tasks Performed:**

- Project Manager of software side for Intelligence Course redesign
- Responded to user requests for assistance and provides advice and support to customers regarding hardware and software malfunctions or inadequacies
- Researched and evaluated emerging IT security methods and principles using the RMF Framework
- Utilized applications to isolate problems in hardware, system and application software programs
- Maintained awareness of emerging technologies and advancement by examining current trends and receiving training to support mission specific analytic modernizations goals
- Ability to image machines using Windows and Linux Deployment Suites (SCCM, WSUS, Cobbler)
- Push and install patches locally when necessary, according to established procedures
- Provided input to target and technical requirements to improve mission products
- Gather and evaluate customer feedback to confirm successful fulfillment of specific mission requirements
- Profiled targets and their activities through compiling and integrating all-source reporting with respect to specific targets to further mission development

**Specialized Competencies:**

- MS Office
- Critical Analysis
- MS Office/Excel/PowerPoint/Active Directory
- Project Management
- SCCM Utilization
- Mentorship/Training
- System Scanning Tools and Procedures
- System Security Plan (SSP) Validation
- Network/Server Troubleshooting
- Customer Service Oriented
- Information Assurance assistance
- Collection Opportunity Identification
- Computer Network Data Analysis
- Interaction and Deconfliction Protocols
- VMWare vSphere
- RMF Process and procedures
- IAVA patching
- Application of DISA STIGs
- Internet Technologies
- Operations Security Awareness

**References:**

- Available Upon Request