

Jordan Buck

Deputy Assistant IT Director / Tier 3 Manager

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SUMMARY

Enterprise IT leader with experience in Tier 3 support leadership, endpoint modernization, project delivery, ServiceNow workflow improvement, Mac and Windows deployment, automation, and practical AI adoption. Known for turning complex technical work into structured plans, repeatable processes, and measurable outcomes.

EXPERIENCE

Deputy Assistant IT Director / Tier 3 Manager | Indiana Office of Technology

January 2026 to Present

Leads enterprise technical operations with a focus on Tier 3 support, endpoint modernization, escalation management, process improvement, operational accountability, and practical AI-assisted workflows.

Project Manager Intermediate, PC Refresh Team | Indiana Office of Technology

February 2023 to January 2026

Managed and supported enterprise technology refresh initiatives with a focus on structured delivery, stakeholder coordination, deployment planning, documentation, and operational execution.

LEADERSHIP HIGHLIGHTS

Enterprise IT Leadership

Leading technical operations with a focus on structure, accountability, service reliability, operational visibility, and measurable outcomes across enterprise support environments.

Endpoint Modernization

Supporting modern workstation strategy across Windows and Mac environments, including device lifecycle planning, secure access, deployment standards, Intune adoption, and endpoint management improvements.

AI-Assisted Operations and Automation

Using Claude Code, Codex, Ollama and local LLM workflows, CodeRabbit, and automation-focused processes to improve documentation, troubleshooting, research, development support, and repeatable technical execution.

Project Delivery and Process Improvement

Turning complex technical work into clear project plans, action trackers, status reporting, ownership models, and workflows that improve execution, accountability, and leadership visibility.

SKILLS

Enterprise IT Operations

Tier 3 Support Leadership

Endpoint Management

Microsoft Intune

ServiceNow Workflow Improvement

Project Management

AI-Assisted Automation

Local LLM and Codex Workflows

Windows Deployment

Mac Deployment

Technical Documentation

Escalation Management

Workflow Design

Process Improvement

Stakeholder Communication

Operational Reporting

Public résumé for jordanbuck.me.