J. Thomas Stokkeland

IT Leadership - Infrastructure and Operations

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Leadership Profile

IT director with more than 15 years of IT lead experience across healthcare software, manufacturing, and government. Leads teams and sets technology priorities for infrastructure, networking, security, telecom, and enterprise IT. Very hands on capable, designs and implements critical systems directly and works with product engineering and customers to resolve complex production issues.

Professional Experience

Director of Information Technology | Mobile Heartbeat LLC Sep 2013–Present

Healthcare software | Waltham, MA and remote

- Lead five direct reports and manage an annual operating budget of ~$750K, excluding payroll. Oversee annual capital spending that typically ranges from $500K to $1M.
- Own the roadmap and operating priorities for enterprise IT, infrastructure, networking, and security. Manage vendors and technology purchasing and lead migrations and service changes.
- Led IT through company growth, an acquisition, SaaS expansion, datacenter and cloud migrations, and the transition to remote work.
- Replaced a single-provider network with a resilient design using multiple carriers, BGP, colocation, and a disaster recovery site. Designed segmented Azure connectivity with Palo Alto firewalls.
- Modernized standalone VMware hosts and local storage into a highly available shared platform using Cisco UCS, Fibre Channel, and all-flash storage.
- Built and operated environments for Engineering and QA to test customer integrations across platform versions and configurations, spanning Hyper-V and Nutanix virtualization, Cisco CUCM and Avaya Aura telephony, F5 LTM and Citrix NetScaler load balancing, and Cisco and Aruba wireless and network management.
- Oversee Microsoft 365, Entra ID, endpoint management, and patching. Implement infrastructure security controls and support incident response, security reviews, and audit evidence collection.
- Designed and built the Linux/Asterisk backend for Mobile Heartbeat Voice Gateway, engineered for 10,000+ configured users and approximately 4,000 simultaneous active users per server. Work directly with customers, vendors, and product engineering on production SIP and enterprise PBX integrations.

Manager, IT Engineering and Projects | Zippo Manufacturing Company May 2011–Sep 2013

- Led project teams performing datacenter modernization across networking, virtualization, storage, and security. Reduced the physical server footprint by 75% through VMware consolidation and Dell Compellent shared storage.
- Built second-site infrastructure for active workloads and disaster recovery. Led project budgeting, vendor selection, and implementation, and engineered redundant 10 Gbps storage links and a 40 Gbps datacenter backbone (Leaf and Spine).

Professional Experience Continued

IT Coordinator | Seneca Nation of Indians Mar 2008–May 2011

Director-level role reporting to the Chief of Staff | Salamanca, NY

- Led a nine-person IT team supporting approximately 1,300 users across two campuses, 29 buildings, and remote government and healthcare locations.
- Secured funding for a $2.5M modernization of fiber, networking, wireless, security, and VoIP. Delivered the program on budget within the planned 18 months.
- Reduced monthly IT incidents by approximately 40% within 18 months through process improvements and preventive maintenance practices.
- Planned and executed four datacenter moves and led projects spanning ERP, virtualization, shared storage, and virtual desktop infrastructure.

Network Administrator | Seneca Nation of Indians Feb 2004–Mar 2008

- Rebuilt a nearly flat network into a redundant routed environment using OSPF. Modernized Active Directory, Group Policy, Exchange, firewalls, storage, virtualization, and deployment automation.

Earlier Engineering Experience

Highland Injection Molding Inc. | Automation & Control Systems Engineer, 1999–2004. Retrofitted industrial controls and integrated shop-floor systems with ERP/MRP while supporting company IT.

Larsen Automasjon AS | Programming & Service Coordinator, 1998–1999. Established and managed programming, service, and electrical engineering functions and coordinated customer installations.

Nor-Reg A/S | Programmer and PLC/HMI Engineer, 1991–1998. Developed industrial control systems and supported customer installations and startup across Europe.

Leadership and Technical Expertise

Leadership and delivery | IT roadmaps, team leadership, department and project budgeting, vendor management, technology purchasing, modernization, disaster recovery, and cross-functional delivery.

Infrastructure and networking | Azure hybrid cloud, datacenters and colocation, BGP, OSPF, VPNs, firewalls, Linux, Windows Server, VMware, Cisco UCS, shared storage, and high availability.

Enterprise IT and security | AI, Microsoft 365, Entra ID, Active Directory, Intune, Workspace ONE, endpoint lifecycle management, vulnerability management, and audit support.

Communications and automation | SIP/RTP, Asterisk, Cisco CUCM, Avaya Aura, Twilio, APIs, Scripting

Education and Credentials

Tinius Olsen Skole, Kongsberg, Norway | Degree in Automation and Mechanics (Mechatronics).

ITIL 4 | Microsoft Azure Fundamentals (AZ-900)