Jacob Upchurch

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Profile

I'm a technically driven IT Specialist with a deep interest in networking, IoT, and system reliability. Over the past several years, I've built a strong foundation in deploying and supporting remote networks, cellular failover systems, and edge devices, especially in demanding environments like financial kiosks and hospitality networks.

My experience includes managing devices such as Teltonika's through The Teltonika RMS, performing on-site diagnostics, and optimizing system configurations for performance and uptime. I take pride in tackling complex technical challenges, automating processes, and staying on the edge of evolving technologies.

I thrive in environments that demand adaptability, continuous learning, and a collaborative mindset. Whether troubleshooting hardware in the field or improving remote management workflows, my goal is always to make technology smarter, more secure, and more dependable.

Work Experience

08/2022 – present
Norman, Oklahoma, United States

Information Technology Specialist
M3t
As an escalation point for complex technical issues, I specialize in managing and supporting remote-managed networks and cellular failover solutions. I've overseen and maintained a broad range of Teltonika devices — including routers like the RUTX11, RUT360, and RUTM50, and switches such as the TSW210, TSW212, and many others — deployed across 30+ client sites throughout the US, Canada, and the US Virgin Islands. My daily responsibilities include configuring and monitoring devices via Teltonika RMS, deploying SIMs, managing MDM (Mobile Device Management) platforms, implementing custom alerts, and performing firmware updates and LTE performance tuning. I've also maintained router configuration files and executed zero-touch router deployments to streamline provisioning workflows. Additionally, I provide hands-on support for slot machine interface boards (SMIBs), financial kiosks, and IoT edge devices in high-demand industries such as hospitality, gaming, and stadium environments. I've contributed to workflow optimization, recovery procedures, and infrastructure hardening strategies, while maintaining a strong focus on uptime reliability and network security.

06/2019 – present
Norman, Oklahoma, United States

Website Manager
Sooner Spectator Magazine
I manage and maintain the website for Sooner Spectator Magazine, handling everything from updating articles and ads to monitoring site traffic and performance. I work behind the scenes to keep the site running smoothly—reviewing analytics, improving SEO, and troubleshooting any issues that come up.

Education

08/2021 – 11/2022

Cyber Defense | N/A
Moore Norman Technology Center

01/2020 – 05/2022

General Studies | High School Diploma
Epic One On One Charter High School

Languages

English
Native

Japanese
Limited