



Josh Lippy is the co-founder of America's Remote Help Desk and has been the CTO for ten years. Before becoming an entrepreneur, Josh worked for Acosta, a food broker,



designing, building, implementing and managing a LAN network and creating WAN environments with other offices throughout the country.

Today, Josh functions as a CTO for all of ARHD's clients. He designs and utilizes the best technology to match the client's specific business needs.

He specializes in all facets of Network Security, which includes Firewalls, and Network Protection relating to the internet. Josh designs large scale multi platform email environments with a specialized focus in Microsoft Exchange. Additionally, he has customized a cutting edge service delivery platform that defines Help Desk process and procedures for a complete Help Desk solution. He has built over 70 network systems and continues to combine his business knowledge with technical brilliance.



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Brian Firth, Senior Network Engineer has been employed by America's Remote for almost five years. Prior to his employment with ARHD he was most recently a Network Engineer at Dakota Imaging Inc., in Columbia, Maryland. He was a LAN Analyst III at Guilford Mills, Inc., in Greensboro, North Carolina. Prior to that position, Brian Firth spent 10 years in the U.S. Air Force as a Programmer and Help Desk Technician. He is a seasoned network engineer with expansive technical knowledge and expertise. He is our "go to" guy with major projects and incident escalation. Brian manages large area networks comprised of Cisco products and is involved in bandwidth monitoring as well. He is a creative problem solver and a Disaster Recovery expert.

