CLIENT NAME

Address:
Email:

Mobile:

IT TECHNICIAN / SYSTEMS ADMINISTRATOR / NETWORK MANAGER

- Qualified IT Technician
- Systems administration
- Hardware & software installations

- Helpdesk operations
- Network management
- IT security, VOIP, firewalls

- Training, OHS & administration
- Supervised teams of up to 6 staff
- Over 10 years' work experience

VALUES

- Teamwork
- Professionalism
- Welcome new ideas
- Innovation

STRENGTHS

- Reliable & hard working
- Likeable & approachable
- Good communication skills
- Genuine customer focus

INTERESTS

- Guitar
- Gymnasium
- Gardening
- Movies

IT QUALIFICATIONS

- CCNA 1 and 2
- CompTIA A+ Certification
- Bachelor of Technology (Information Systems) – currently completing
- Defence Information Systems Technician Course
- Top Secret Negative Vet Security Clearance
- Cisco – 2900, 3500 and 3700 series switches plus 2600 and 3500 series routers
- Hardware – HP DL servers, Dell Poweredge servers, Dell d series laptops, Acer Travelmate
- Hardware – Fluke Etherscope, RAD Mini Router, Telstra TA440 on Ramps
- Business applications – Office 97, Office 2003, Office 2007, Lotus Notes R5 & R6 client, Domino, Exchange 2003
- Network tools – Solarwinds EE, Whatsup Gold, Dameware, Symantec Ghost
- Backups – Omniback, ArcServ, Symantec LSR, Veritas
- WAN – Nortel Passport, Defence Proprietary Frame Relay, Data Aggregate
- VOIP – Cisco CCME, Cisco 7960 IP handset, Cisco IP Communicator
- Anti-virus – Trend Micro Server Protect, Trend Micro Office Scan Server, Trend Micro Office Scan Client
- Managing and Maintaining a Microsoft Windows Server 2003 Environment
- Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Configuring Microsoft Windows Vista Client (MCTS)
- Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure Network Services
- Planning, Implementing and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Windows Server 2003/ Active Directory Course
- Defence Standard Operating Environment Version 125 Course

PROFESSIONAL EXPERIENCE

Mar 10 – present
REGIONAL ICT SERVICES
Senior IT Technician

- Invited to take up a role within the IT division of Army's 1st Signals Regiment, a Defence communications team based at Enoggera in Brisbane.
- Reported to the ICT Manager.

- Entrusted with day to day installation, configuration, maintenance and management of a broad spectrum of IT systems.

- Responsible for systems administration, network management, desktop and software support, helpdesk services, network and server support, workshop maintenance, Domino and Lotus Notes administration, VOIP, data communications and peripherals management.

- Oversaw network design and engineering, developed and configured network hardware and software, administered all users, authored group policies, coordinated technical documentation on build and user management policies, and managed helpdesk support.

- Supervised and mentored junior IT Technicians.

- Conducted server and network administration for the Defence Restricted, Secret, Centrix and Top Secret domains.

- Provided helpdesk services and first line technical support for up to 600 clients.

- Coordinated communication links over various bearers on behalf of numerous Government agencies.

- Used Windows Server 2000, Server 2003, NT Server, Windows XP and NT Workstation, Linux proxy servers, Remote Installation Servers and Symantec Ghost Server.

- Worked with exposure to CISCO routers, switches, aeronet and Call Manager technologies.

- Deeply involved in desktop messaging, wireless networking and network fault finding.

- Built, installed, repaired, configured, repaired, tested and maintained notebooks, desktops and servers.

- Uses ITIL methodology on daily basis for various project management activities.

- Developed major networks, with responsibility for all standard administration functions, including supported backups, firewalls, content filtering, anti-virus, business continuity planning, disaster recovery planning and peripherals management.

- Reduced costs by solving most IT challenges in-house and significantly improved the efficiency of legacy systems.

- Maintained an awareness of new technology and integrated new hardware into existing IT infrastructure.

- Provided support and advice on everything from password resets to setting up new users, configuring hardware and advising on systems capability.

- Conducted regular equipment stock-takes, reported deficiencies and maintained inventory levels.

- Assisted with authoring business cases for the development of applications and acquisition of software in a cost-conscious work environment.

Jun 07 – Mar 10
IT MANAGEMENT SERVICES
IT Technician / Helpdesk Operator

- Joined a highly mobile Army IT and communications team focused on supporting deployments around the world.

- Reported to the IT Supervisor.

- Responsible for server management, project coordination, IT policy development, systems administration, network design, staff management, compliance, IT security, hardware and software configuration and helpdesk services.

- Performed many of the work functions previously mentioned.

- Built and managed customised networks ranging from Logistic Support Networks to real time UHF/VHF business management networks.

- Analysed communication needs, engineered networks to meet end user needs, managed all hardware and development network management policies.

- Gained exposure to Active Directory, RIS, DHCP, Group Policy, Veritas 6 backups software, Dell servers, HP servers, UPS Technologies, cabinet installations, virtual servers, tape libraries, cabling, Nortel switches and routers, CISCO firewalls and routers.

- Managed backups, information retrieval, restores, business continuity and disaster recovery planning.

- Gained exposure to firewalls and content filtering.

- Acted as a key contact for all technical enquiries related to site configuration and defects rectification.

- Managed a fleet of IT equipment and rolled out major system upgrades.

- Actioned jobs based on priority and timeframes, working with customers via telephone, face to face and by e-mail.

- Established a reputation for prompt and polite service and was routinely commended for my strong interpersonal skills and for taking time out to listen to customer needs in detail and get to the bottom of problems before acting.

- Responsible for the physical security of hardware and software.

- Designed and programmed specific applications in response to company needs, installed software systems and upgrades, monitored performance and balanced workloads during peak periods.

- Deeply involved in change management and oversight of the development, test and production environments.

- Deployed to Afghanistan for 9 months as an IT Technician, playing a key role in network management, network upgrades, network design, systems administration and engineering.

Jul 05 – Jun 07
DEFENCE TRAINING
Team Member

- Underwent intensive training to equip me with the skills needed to operate in a complex, fast-paced business where lives depended on the ability to make timely, safe decisions.

- Subsequently completed an intensive IT and communication course receiving formal training in a wide range of ICT systems and theory, including digital subsystems, amplifiers, test equipment, electrical theory, micro-soldering, power supply, WANs, LAN, OHS, assembly techniques, microprocessors, electronic systems and engineering computing.

- Developed a strong understanding of electromagnetic spectrum analysis, radio theory, ICT maintenance and fault finding, IT support, equipment operations and security.

- Worked with radio relays, circuit switch assemblages, satellite terminals, mobile networks, fibre optics, HF, VHF and UHF systems.

- Gained significant exposure to communications, information systems and electronic warfare services.

OTHER APPOINTMENTS

Jul 04 – Jul 05
CREDO GROUP – Merchandising Specialist. Planned, resourced and implemented merchandising for a range of clients, including some of Australia's largest retailers such as Coles, Bunnings, Woolworths, Woolworths Petrol, Dick Smith and Officeworks. Developed planograms, managed refurbishments and store closures. Gained exposure to Merchandising, de-merchandising, store layouts and shelving specification.

OTHER QUALIFICATIONS & EXPERIENCE

- First Aid Course (Defence)
- IT Essentials Course
- Drivers Licence
- Certificate II in Hospitality
- Certificate in Italian
- Defence training - planning, leadership, business management, staff writing
- Defence training - training, interpersonal skills, communication skills
- Defence training - resource management, OHS, risk management
- Defence training - coaching, performance appraisal, counselling
- Equity and Diversity Awareness, Occupational Health and Safety Awareness
- Fraud and Ethics Awareness, Security Awareness
- Suicide Awareness and Prevention, Alcohol and Drug Awareness