

SUMMARY OF QUALIFICATIONS

Windows XP/7/Server, Mac OS X. Windows and Linux file/mail server (Zimbra) management. VMWare ESXi server, TCP/IP network config/maintenance (routers/switches), DHCP/DNS. Workstation support for Windows and Mac. Drupal/Wordpress. Videoconference system configuration/setup (LifeSize). MS Access, MySQL. Systems management experience (incl. hardware/software acquisition, network planning).

EXPERIENCE

UBC CENTRE FOR HEALTH SERVICES & POLICY RESEARCH, Vancouver, B.C. Oct 2002 – present
HUMAN EARLY LEARNING PARTNERSHIP, UBC, Vancouver, B.C.
SCHOOL OF ENVIRONMENTAL HEALTH, UBC, Vancouver, B.C.

Systems and Network Support Technician

- Hardware and software support for end users.
 - Diagnosing and solving problems with Windows XP//Vista/7/Mac OS and user apps.
 - New PC builds with Windows XP/Vista/7/OS X
 - PC hardware problem solving and repair/upgrades.
 - Prioritize/organize user requests using Numara TrackIT.
 - Source and purchase/inventory new workstations.
 - Videoconferencing configuration and setup and help with a video streaming setup.
- Network administration tasks including Mail/File/Web servers (Linux and Windows Server 2008).
 - Setup and Maintenance of tape backups (bacula and Arkeia)
 - Setup new users/permissions.
 - CPU/RAM upgrades for servers, RAID drive replacements
 - Spec/sourcing/purchasing/configuring new servers.
 - Document admin procedures on Wiki.
 - Experience with Drupal and WordPress for web site updating.

BANK OF MONTREAL, Vancouver, B.C.

Feb 2001 – Oct 2002

LAN Administrator

- Daily administration of 4 Compaq Proliant servers (running Netware 4 & NT 4).
 - Setup of new users accounts (Lotus Notes and Netware) and their physical LAN connections
 - Maintained and updated technical documentation on backup and system monitoring procedures.
 - Setup and Maintenance of tape backups.
- Telephone and in-person support of 200 users (PC hardware + software) with 2 other staff.
 - Diagnosing, researching and solving problems with Windows 2000 and user apps.
 - New PC builds with Windows 2000.
 - Recording and tracking user issues with Remedy trouble ticket software.
- Orientation and ongoing training of users (PC hardware + software).
 - New user orientation (network access and standard applications intro.)
 - Contributed technology articles to department newsletter for distribution to users.

TOURISM WHISTLER, Whistler, B.C.

Network Administrator

Mar 1999 - Feb 2001

- Administration of a 9 server network; Netware 4.11 & NT4, (User accounts, backups, all other maintenance issues for domain, Exchange Server, IIS, Oracle server, SQL Server, Great Plains software)
- Performed migration of approx. 150 user accounts from Novell NetWare to Windows NT 4.0.
- Setup and maintenance of DNS, DHCP, and WINS in a primarily TCP/IP environment.
- Installation and configuration of 3com routers, hubs and switches.
- Managed Remote access server (Dial-up access into modem pool and VPN access)
- Allowed access to an external SQL database from an internal client.
- Set up and maintenance of Windows 2000 Advanced Server (Terminal Services).
- Set up and maintained staff workstations and responded to staff concerns regarding PC problems.
- Worked on Integration issues between Maximizer and MS Outlook & RightFax.

TOURISM WHISTLER, Whistler, B.C.

IT Manager / Network Administrator

Sept 2000 - Feb 2001

- Reported to the Director of Finance. Reviewed hardware and software purchases. Presented reports on the state of the network, and proposed upgrades and improvements. Budgeted for hardware and software purchases.
- Performed all Network Administrator Duties.
- Trained new IT Manager in operations, server maintenance and company IT procedures.
- Planned and coordinated a re-cabling project.

NORTH VANCOUVER DISTRICT PUBLIC LIBRARY, North Vancouver, B.C.

Systems Technician

1992-1998

EDUCATION

Associate of Arts and Science Diploma (Business Computer Systems)
Capilano College, North Vancouver, B.C.

1991-1992

Microsoft MCSE NT4 certification (self-study).

1998-1999

TECHNICAL SKILL SET

Hardware:

Description	Version	Length Used	Last Used	Other Info
Intel based PCs and Servers	IBM, Dell, Gateway, clones	10 years	current	RAID (SCSI, SAS disks)
Macintosh systems	Mac Book and iMac	2 years	current	
Compaq Proliant Servers	Proliant 1500 and 3000	1.5 years	Oct 2002	Basic maint - tape backup etc
3Com switches		3 years	current	Installed and configured
3com router	OfficeConnect	1 year	Feb 2001	ISDN demand-dial router
UPS Systems	APC	6 years	current	For all servers
Hardware RAID controllers	Adaptec	2 years	Feb 2001	All Tourism Whistler servers

Operating Systems:

Description	Version	Length Used	Last Used	Other Info
MS DOS	Up to 6.0	10 years	1998	
Mac OS X		2 years	current	Macbook, iMac
HP-UX		5 years	1998	
Linux	Red Hat 9	1 year	current	Server Standard at CHSPR (UBC)
Debian Linux	5	1 year	current	Server standard for partner org
VMWare ESXi	3.5	1 year	current	
Windows NT 4.0 Server		5 years	Oct 2002	
Windows 2000 Pro/XP/Vista/7		7 years	current	Current workstation standard
Win 2003/2008 Server		2 years	current	Server standard at HELP/SOEH

Software:

Description	Version	Length Used	Last Used	Other Info
MS Office 2000/2003/2007/2010		7 years	current	Office 2010 is current standard
HP Openview		2 years	Feb 2001	
Cyma Accounting	11	5 years	current	
ArcServeIT		2 years	Feb 2001	Backup Software
Bacula	2.6	1 year	current	For Debian Linux servers
STATA/SAS/SPSS		7 years	current	On Windows and Linux
Numara TrackIT		2 years	current	Help Desk Ticket software
Norton Ghost	Pro 5.0e /2003	7 years	current	Creating PC and LT images
Mozilla T-Bird & Firefox	latest	3 years	current	email client & browser
Arkeia Backup Software		2 years	current	For RedHat servers

Databases and Reporting Tools:

Description	Version	Length Used	Last Used	Other Info
MS SQL Server		2 years	Feb 2001	Basic database maint.
Oracle DB		2 years	Feb 2001	Basic database maint.
MySQL	5.1.52	3 months	current	
Crystal Reports		-	July 2010	Modified TrackIT reports
Maximizer CRM	10.5	limited	Aug 2010	Resolved licensing problems