



# James Jones

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## IT TECHNICAL OPERATIONS | IT NETWORK & SYSTEMS ENGINEER | TECHNICAL SOLUTIONS

### KEY AREAS OF EXPERTISE

Technical Network Engineering  
Project Management  
Customer Support &  
Troubleshooting  
Installations & Configurations  
System Migration Rollouts  
Technical Solution Implementation  
IT System User Training

### TECHNICAL KNOWLEDGE

Microsoft Office 365  
Exchange  
Citrix  
Novell Netware  
Novell Zen Works  
Active Directory  
Document Management Systems  
Helpdesk Software  
Network & Microsoft Hybrid  
Environment  
Windows XP/2K/9X/Vista/7  
Windows Servers  
BES Server & Blackberry Devices  
Symantec Ghost Corporate  
Hardware Repairs and Upgrades  
Wireless Network Configuration  
Disaster Recovery  
MAC OSX and OSX Server

### PROFESSIONAL SUMMARY

An IT Professional with over 15 years' experience in client-support roles, delivering a range of IT services and technical solutions that are tailored to customer requirements. Deep IT knowledge and extensive exposure to security, performance and systems issues. Broad experience working with customers, teams and third-party vendors across technical projects that involve complex, multi-site environments that are constantly evolving. Strong team collaborator committed to mentoring colleagues, training users and deliver high-quality, responsive technical support.

### CAREER HEADLINES

- Possess broad IT experience gained across multiple contracts roles in Australia and the UK. These were for leading clients such as Santos, Rio Tinto, Queensland Government and the Australian Red Cross.
- Provided technical support to approximately 3000 users in multiple government departments across Queensland, troubleshooting and dealing with issues related to hundreds of applications across both Novell and Microsoft environments.
- Played instrumental role in success of a new SOE rollout project for a Shared Service Agency, resolving licensing agreement disputes and recording the highest number of closed cases across the whole of Technical Support.
- Supported successful roll out and full testing of 80 new PCs in one day for a commercial law firm.

## PROFESSIONAL EXPERIENCE

### COMPANY ABC, Australia

#### Senior Desktop Systems Engineer (Permanent from Nov 2010)

July 2009 – Present

- As a senior member of the FIFO technical support team, responsible for a range of IT functions within the Brisbane and South West Queensland Offices. This includes technical support related to PC desktop, laptop configuration, mobile device and application support to Windows operating systems, Microsoft Office and over 100 company applications.

- Provide IT infrastructure expertise across multiple sites, field offices, compressor stations and drill rigs as part of multi-million dollar GLNG project.
- Performed 6 week rotation to company sites in Houston, Texas.

#### **COMPANY BCD (Shared Service Agency), Australia**

**Operational Support (Contract)**

**March 2009 – June 2009**

- Working in a busy operations team supporting over 3000 users, had key responsibility for onsite and remote support that included hardware troubleshooting, user account changes, wireless and Blackberry configuration and port patching.

#### **COMPANY XYZ, UK**

**Site Support Officer (Contract)**

**July 2008 – February 2009**

- Performed sole on-site support engineer role that involved helpdesk support, desktop support and troubleshooting (levels 1-3) for customers in the UK. This included system imaging, build and configuration activity and resolving SAP client issues.

### **EARLIER ROLES**

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#### **XXX LTD, UK**

**Technical Consultant (Contract)**

**March 2008 – May 2008**

#### **XXXX, Australia**

**IT Technical Support (Contract)**

**March 2007 – June 2007**

#### **XXXX (Shared Service Agency), Australia**

**Operational Support (Contract)**

**July 2007 – February 2008**

#### **XXX LAWYERS, Australia**

**Infrastructure Support Analyst (Contract)**

**May 2006 – February 2007**

#### **XXX SCHOOL, Australia**

**IT Support Officer**

**July 2003 - May 2006**

#### **XXX COLLEGE**

**IT Support Officer**

**2000 - 2003**

#### **XXX BUSINESS MACHINES**

**Computer Technician**

**1999 – 2000**

#### **XXX BUSINESS WORKS**

**Systems Technician**

**1998 - 1999**

### **QUALIFICATIONS & PROFESSIONAL ACCREDITATIONS**

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- COMPTIA Network + Certification, IT&T
- COMPTIA A + Certification, AUSTRALIAN COLLEGE OF INFORMATION TECHNOLOGY
- Certificate IV Information Technology, SOUTHERN QUEENSLAND INSTITUTE OF TAFE
- TAFE Certificate Level II Manufacturing, COOLOOLA SUNSHINE INSTITUTE OF TAFE