

**SKILLS**

- ✓ Excellent Communication Skills
- ✓ Experienced Working in Teams or Independently
- ✓ Highly Computer Literate (e.g. Troubleshooting & Networking)
- ✓ Incredibly Organised
- ✓ Quick Learner
- ✓ Software Automation

**QUALIFICATIONS**

- ✓ Certificate IV in Training and Assessment, SA CFS
- ✓ Level 2 Structural Firefighting Instructor, SA CFS
- ✓ Advanced Resuscitation (HLTFA404C), St. John Australia
- ✓ Apply First Aid (HLTFA311A), St. John Australia
- ✓ Certificate II in Public Safety (Firefighting Operations), SA CFS
- ✓ Microsoft Jumpstart 2199: Introduction to Active Directory, DDLS
- ✓ Operate A Semi Auto Defibrillator in an Emergency, SA CFS
- ✓ Work in A Team (PUATEA001A), SA CFS
- ✓ SA-GRN Government Radio Network, SA CFS
- ✓ Certificate III in Clerical Processing, Maxima Group Training
- ✓ Certificate III in Business (Office Admin), Maxima Group Training
- ✓ Certificate in Professional Customer Service, Maxima Group Training
- ✓ Workplace Communication, TAFE SA (Onkaparinga)
- ✓ Basic Operation - Databases, TAFE SA (Onkaparinga)
- ✓ Office Equipment - Routine Tasks, TAFE SA (Onkaparinga)
- ✓ Office Equipment - Non-Routine Tasks, TAFE SA (Onkaparinga)

**WORK HISTORY****SARAH**Building Great  
Relationships.**IT Service Analyst / Desktop Support Officer, Sarah Group (7 Years June-Current)****2017- 2024**

Joining Sarah's, I was employed as a Service Analyst, providing onsite and remote first, second, and third-level support to approximately 400 end users across four companies. I supported core applications including Microsoft Teams, which included Teams Calling via Telstra and video conferencing-equipped meeting rooms, and the Microsoft 365 Suite such as Outlook, Word, Excel, PowerPoint, SharePoint, and Entra. I also assisted with SharePoint Online as a document management system. About one month into the role, the Senior Analyst left the business, resulting in my transition to the primary support role. This provided me with the opportunity to take ownership of the position and implement several system, service, and security improvements. One of these improvements was the implementation of Lansweeper for inventory management, software deployment, licence compliance, and reporting. I also introduced Blancco for secure disk erasure to meet the latest NIST 800-88 Purge methods for media sanitisation. This allowed the organisation to meet ISO 27001 requirements and enabled us to donate older laptops to community clubs and charities. Additionally, I developed, tested, and deployed a Standard Operating Environment (SOE) for a variety of laptops and desktop PCs, including a tailored image for the donation machines. Recognising these contributions, a new position was created for me as a Desktop Support Officer. This role expanded my responsibilities to focus on system enhancements, onboarding new staff, laptop replacements, and configuring and installing mobile, ruggedised 4G/5G cellular routers and small-scale firewalls to provide immediate connectivity for temporary construction sites. A significant part of my role included the procurement of both software and hardware, ensuring that purchases met business requirements and vendor Service Level Agreements. I enrolled devices into management platforms such as AirWatch MDM and Apple Business Manager and packaged and deployed major operating system upgrades as well as third-party software updates wherever possible. I remotely managed custom installations for resource-intensive applications such as Revit, Navisworks, and AutoCAD. I also administered systems such as HammerTech for construction sites and TeamGo for office visitor management. I managed corporate password solutions using LastPass and AirLock for application allow-listing to comply with Essential 8 requirements. To address single points of failure, I transitioned critical systems and tasks to shared IT distribution lists, ensuring no software licence renewals were missed and that the IT team was kept informed of necessary processes. I created documentation and procedures to further support the team and ensure consistent delivery of services.

**Software Used Within Role:** Active Directory, AirLock Application Control, BatchPatch, Commvault Metallic, IntelliAdmin, Lansweeper, LastPass, mRemote, Microsoft Edge, Microsoft Internet Explorer 11, MacOS, Microsoft 365 Entra, Microsoft Deployment Toolkit, Microsoft Office 365, Microsoft SQL Management Studio, Microsoft Skype for Business, Microsoft Teams, Microsoft Sharepoint, SSH, Teamviewer, Windows 7-Windows 10, Windows Server 2016-2022, Windows RDP.

**L3 Service Desk Officer, City of Adelaide Council (6 Months Jan-June)****2017- 2017**

While working for Unified Solutions Group, I took a month off to complete a backfill role within the Adelaide City Council which was extended. The council since re-branded to the City of Adelaide. In this role, I joined a small helpdesk/desktop team supporting the council with their day to day support needs. This included assisting end users with their software, hardware, telephony & mobility issues. Some of the software issues experienced related to the standard Microsoft Windows 7-10 SOE & Microsoft Office Suite 2010-365. Various applications were supported in-house via the Service Desk/Application Support teams or external vendors. Hardware issues varied from computers not booting due to failed hardware, upgrades and reimaging, data recovery, resolving printing issues with multifunction centers (printers), network patching, setup / configuring IP Polycom phones, mobility with Office 365, Skype for Business, iPhones, iPads, Android, setting up WiFi certificates for secure access as well as assisting users with remote access from their laptops or from home. One of the tasks within this role was processing Dial Before You Dig requests to ensure that the critical fibre network was not dug up / damaged. This was a very manual process which I have since automated 90% of the task reducing processing time by 80%. I have since started automating other various tedious/repetitive tasks to assist with time-saving on the Service Desk.

**Software Used Within Role:** Active Directory, Adobe Creative Cloud, CIC Interaction Desktop, Hewlett-Packard (TRIM), IntelliAdmin, mRemote, Microsoft Edge, Microsoft Internet Explorer 6-11, Microsoft Office 2003-2016, Microsoft Skype for Business, Microsoft System Center Configuration Manager (SCCM) 2012, Microsoft Sharepoint, SSH, System Automation (MSSL), VersaSRS, Windows 7-Windows 10, Windows RDP.



**WORK HISTORY****Helpdesk and Desktop Support/Deployment, *Unified Solutions Group* (1 Year January-January) 2016- 2017**

Working as a contractor for USG I was working in two roles, one for Flinders University, working in a Desktop Support capacity. The other role was an imaging and deployment role for the Department of Treasury and Finance. While at Flinders University, my primary tasks included imaging and deploying new devices, fault resolution (software/hardware, assigned/walk in's), software deployment, multi-function centre fault resolution. While at the Department of Treasury and Finance, my role consisted of asset tagging and imaging new assets through the use of Microsoft Systems Center Configuration Manager (SCCM). Scheduling with the clients to arrange a replacement time of their existing asset and setup.

**Software Used Within Role:** Active Directory, Assyst, Bomgar Remote Desktop Software, Cisco Jabber, Hyper-V, IntelliAdmin, mRemote, Microsoft Edge, Microsoft Internet Explorer 6-11, Microsoft Office 2003-2016, Microsoft System Center Configuration Manager (SCCM) 2007-2012, Microsoft Sharepoint, OS X El Capitan, SSH, System Automation (MSSL), Windows 7-Windows 10, Windows RDP.

**Service Desk Analyst, *Department of Human Services* (2 Months November-January) 2015- 2016**

After my previous role, I took time off to assist my wife in starting up a home business. I was contacted regarding a position that I had applied for back in May. The role was placed on hold then became available again. I accepted the position with DHS and started in November 2015. The role involved processing myIT requests that were logged via the internal systems for Centrelink & Medicare. Once I started this position, I found out that the role wasn't suited to my previous experience. Being as it was federal government everything was locked down, I didn't have, administration rights which meant that I was unable to fix a lot of incidents on the front line. Most incidents were either fixed via a profile rebuild (automated), computer rebuild (completed by end users). Coming from high-level desktop / help desk support roles, I found this position not to be suited to my experience or challenging. Because of this, I found another role more suited to my experience.

**Software Used Within Role:** Active Directory, HP Service Manager (HPSM), Microsoft Edge, Microsoft Internet Explorer 6-11, Microsoft Office 2003-2013, Microsoft Office Lync / Skype, Microsoft Sharepoint, SSH, VMWare Virtual Desktop Environment, Windows XP-Windows 10, Windows RDP.



Australian Government  
Department of Human Services

**Help Desk Officer, *Primary Industries & Regions SA* (4 Months January-May) 2014- 2015**

After finishing my last contract at Shared Services, I moved into a role with PIRSA on their Help Desk. This position was in the process of being filled when my resume came across the director's desk. I was called in for an interview that day (Friday & started Monday). They were looking for someone who had experience and could hit the ground running as this was a backfill position. PIRSA required someone who could act as an in between the current help desk staff and the help desk manager (e.g. highly skilled to reduce the amount of calls that would be escalated/referred. My main task in this role is to provide front-line support on the help desk support line. I supported a vast range of staff with various technical ability. I was given an outstanding job from 2013 and resolved it prior to finishing, an incident that several employees had been unable resolve for quite some time.

**Software Used Within Role:** Active Directory, Cisco VPN, Heat (CC) IntelliAdmin, McAfee, Microsoft Internet Explorer 6-11, Microsoft Office 2003-2013, Microsoft Office Lync, Microsoft Sharepoint, Novell ZenWorks, SSH, System Automation (MSSL), Virtual Box, Various Data Recovery Applications, VNC, Windows XP-Windows 8.1, Windows RDP.



Government  
of South Australia

**Service Desk Officer, *Shared Services SA* (9 Months April-January) 2014- 2015**

Working for Shared Services SA, contracting through Candle ICT I was working on the Shared Services SA Service Desk. This meant providing support to a variety of government agencies including Shared Services, Department of Premier & Cabinet, Department of Treasury & Finance, Department of Planning, Transport & Infrastructure, Service SA, SAPOL, Forensic Science, SA Film Corp, Arts SA, Department of State Development & much more. In this role, I used the call logging and asset management system Marval. The Service Desk had to cover the hours of 8am-6pm. This meant being rostered onto different shifts throughout the week. This was a roll which actually allowed me to show off my vast set of skills, problem-solving and knowledge in ICT. There was a broad range of applications used throughout the different government agencies and having an up to date knowledge base / SharePoint site helped greatly. I was required to keep this up to date as new or updated information was discovered. In this role I was required to fix & resolve calls on the first contact, where I am unable to do so escalate as required. This meant detailing the incident with as much information as possible, the impact to customers & engaging the problem management team regarding escalations or high priority incident, consulting with 3<sup>rd</sup> party vendors.

**Software Used Within Role:** Active Directory, Citrix, IntelliAdmin, McAfee, Marval, Microsoft Endpoint Protection, Microsoft Internet Explorer 6-11, Microsoft Office 97-2013, Microsoft Office Lync, Microsoft Sharepoint, Microsoft System Center Configuration Manager (SCCM) 2007-2012, Network Administrator, SSH, System Automation (MSSL), Virtual Box, Windows XP-Windows 7, Windows RDP.



Government  
of South Australia

**Service Desk Officer, *DEWNR* (3 Months November-January) 2013- 2014**

Contracting to the Department of Environment, Water & Natural Resources. I was working on DEWNR's help desk. This role involves providing support to end users across both DEWNR, EPA & Zero Waste via the phone remotely through the use of remote tools. A majority of these calls were related to Citrix related problems, which involved logging off remote sessions, printer issues & recreating the Citrix profiles.

**Software Used Within Role:** Active Directory, Citrix, IntelliAdmin, Marval, Microsoft Internet Explorer 6-11, Microsoft Office 97-2013, Microsoft Office Lync, Microsoft System Center Configuration Manager (SCCM), Network Administrator, SSH, System Automation (MSSL), Windows XP-Windows 7, Windows RDP.



Government  
of South Australia

**WORK HISTORY**



**Government  
of South Australia**

**Technology Support Officer, SA Health (1 Year September-September) 2012- 2013**

While employed by Paxus Australia, I was contracted to SA Health in a Desktop Support role. This position entails providing desktop support related services to SA Health staff & patients. In this role, our jobs are assigned to us via the service desk through the HEAT call logging system. We also created our own jobs when required for staff approaching us directly or when we noticed something while out on routine inspection. This role also required a lot of offsite work, ranging from various hospitals to smaller clinics & sites such as Royal Adelaide Hospital, Adelaide Dental Hospital, Marion GP Plus, Flinders Medical Centre, Noarlunga Hospital & Victor Harbor Hospital. While I was employed in this role, there was a Windows 7 upgrade project, with any major project there were issues which were resolved via desktop support once the rollout team had moved onto another site. My main tasks in this role varied from software related issues (installs, repairs, configurations) including iPhones and iPads. Hardware related issues involving printers, copiers, network patching and computers. This also meant dealing with 3<sup>rd</sup> party providers for hardware replacements & parts. I also picked up overtime work rolling out the new ePAS Patient Administration System.

**Software Used Within Role:** Active Directory, HEAT, IntelliAdmin, iTunes & Configuration Utility, Microsoft Internet Explorer 6-9, Microsoft Office 97-2010, Microsoft Office Lync, Microsoft System Center Configuration Manager (SCCM), Network Administrator, SSH, System Automation (MSSL), TypeltIn, Windows XP-Windows 7, Windows RDP, WinRAR.

**WORK HISTORY**

**OLDER ROLES HAVE HAD THE CONTENT REDUCED; PLEASE ASK IF YOU HAVE ANY QUESTIONS**

Given my vast set of skills and experience this made me a preferred IT Contractor within various recruitment companies. This meant a lot of short term contact roles where I was able to come in and hit the ground running to back fill shortages etc.

<b>Desktop Support Analyst, BHP Billiton / CSC Australia (10 Months November-September)</b>	<b>2011- 2012</b>
<b>Customer Service Staff, Gawler River Cattle Co. (3 Months August-November)</b>	<b>2011- 2011</b>
<b>Service Desk Analyst, Datacom Systems (4 Months April-August)</b>	<b>2011- 2011</b>
<b>Technical Support Officer, Department of Treasury and Finance (1 Month March-April)</b>	<b>2011- 2011</b>
<b>Help Desk Administrator, UnitingCare Wesley (3 Months November-February)</b>	<b>2010- 2011</b>
<b>Service Desk Analyst, Santos (2 Months July-September)</b>	<b>2010- 2010</b>
<b>Deployment Specialist, Attorney-General's Department (4 Months April-July)</b>	<b>2010- 2010</b>
<b>Senior ICT Officer, Department of Transport, Energy &amp; Infrastructure (4 Years April-March)</b>	<b>2006- 2010</b>
<b>Helpdesk Analyst, EDS (4 Months October-February)</b>	<b>2005- 2006</b>
<b>Consultant, Satellite Technical Assessment Centre (22 Months January-October)</b>	<b>2004- 2005</b>
<b>IT Customer Service Officer, E-Access Internet (3 Months July-October)</b>	<b>2003- 2003</b>
<b>Service Coordinator &amp; Technical Support, Mi-Call Technologies (7 Months Nov-June)</b>	<b>2002- 2003</b>
<b>Credit Refunds Consultant, Telstra (2 Months November-January)</b>	<b>2003- 2004</b>
<b>Operations Consultant, Telstra Move.Com (2 Months April-July)</b>	<b>2002- 2002</b>
<b>Customer Service Representative, Optus (3 Months Dec-March)</b>	<b>2001- 2002</b>
<b>Loan Approval Liaison Rep, EDS – Westpac (1 Month Nov-Dec)</b>	<b>2001- 2001</b>
<b>Sales &amp; Solutions Consultant, Telstra MobileNet (2 Months Sep-Oct)</b>	<b>2001- 2001</b>
<b>Network Support Admin, DOOR Training Australia (1 Year Aug-Jul)</b>	<b>2000- 2001</b>
<b>Work Experience, Fort Largs Police Academy (1 Week)</b>	<b>2000- 2000</b>
<b>Night Fill, Bilo (3 Years)</b>	<b>1997- 2000</b>
<b>Information Technology Supervisor, Willunga High School (3 Years)</b>	<b>1997- 1999</b>

**INTERESTS & ACTIVITIES**

In my spare time I inline skate, play inline hockey, teach beginner skaters and host various public skating events. I like to fly quadcopters for aerial cinematography (still and video), Geocaching, Rock Climbing as well as Computer Research & Testing. I am a former member of the Country Fire Service retiring after 18 and a half years. During this time, I was attending call outs 24/7 (when available). Responding to incidents such as car accidents, fires both grass & house / structure fires, flooding, gas leaks, fixed / monitored alarms & the odd cat stuck in a tree. I became a level 2 structural fire trainer providing training to career, interstate and Country Fire Service firefighters. This involved me instructing courses on various weekends throughout the year