

Resume for

Marcus Bowra

OBJECTIVE

To obtain a role in a dynamic organisation which utilises my expertise, training and experience in complex computing environments as well as my extensive organisational, interpersonal and communication skills.

KEY SKILLS

Bachelor Degree qualified plus a comprehensive range of training, experience and demonstrated successful outcomes utilising a detailed, professional approach.

Responsible for the management, administration, integrity and security of WAN (Wide Area Network) and LAN (Local Area Networks).

Excellent decision-making and problem-solving skills developed while meeting the challenge of constantly fluctuating technical and business environments.

Dedicated and hands-on approach to achieve and maintain best possible business outcomes.

Hard working, self-motivated Team Leader with a strong commitment to customer service.

Advanced problem-solver who can make decisions, design solutions, provide direction and assistance to both Management and Staff.

Manage the ICT requirements and services for 300 users on multiple remote sites utilising Active Directory, Exchange, File and Print servers, Citrix Farm, and peripheral devices in a maximum uptime (24/7) environment.

EXPERIENCE

Excellence is not a perception – it is a prevailing attitude.

AREAS OF EXPERTISE

- Data Centre Management.
- WAN / LAN Management and Communications.
- Accountability
- High level of time management skills

EDUCATION AND TRAINING

- IT Degree (Info Sys)
- Server 2003
- Server 2008
- Exchange 2007
- ITIL

Citrix Metaframe

Cisco – ICND1
Cisco – ICND 2

Network Engineer and Systems Administrator
- Windows
- Lotus Notes
- Novell

Microsoft - OEM

Contact Details

Address:
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Cairns Qld 4870

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CONFIDENTIAL

Company: Voyages Hotels and Resorts

Position: QLD IT&T Team Leader (Regional Manager)

Duties: Mission Critical
24/7 Availability of QLD Data Centre
(31 servers, Active Directory, Citrix Metaframe
Server Farm, Exchange, Opera Servers,
Interface Servers, File and Print, Network Attached
Storage, Backup Library, Rapid Deployment,
Anti Virus, VPN, Cisco switching. Hybrid Star
Topology . Project Management.
- Approx 300 users).

Functions: Co-ordinate staff and resources to manage
Help Desk issues, Upgrades, Repairs and
Maintenance. 24/7 IT Emergency Roster.

CAPEX. Research requirements and conduct
Capital Expenditure outlay for new and
replacement systems within allocated budget.

Conduct Site Visits as required to
implement on-site upgrades. Deliver, install and
set to work all new equipment. Monthly Reports.

Attributes: Maintain highest professional integrity,
Professional networking with external
Agencies: Telstra, Newsat, Websense, dealers,
service providers and contractors.

Dates: Jul 2007 to Current.

EXPERIENCE

Company: Voyages Hotels and Resorts

Position: QLD IT&T Support (Support Regional Manager)

Duties: Provide assistance and support to
QKD IT&T Regional Manager

Functions: Prioritise and conduct Help Desk jobs for approx 300 users.
Design Images for Company computers and thin clients
Conduct repairs and maintenance to hardware.
Roll-out new PC and Thin client images to sites.
Create and manage New User accounts and Group memberships.
Set up computers, network printers and peripherals.
Design and implement Permissions and Group Policy settings.
Support for server builds and infrastructure upgrades.

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Support for MICROS Point of Sale issues.(Unix and Windows Platforms)
Support for MITEL VOIP phone systems.
Remote access technologies – ILO, VPN,VNC, Webmail, Secure Gateway (Citrix).
and Terminal Services.
Provide guidance to system users.
Participation in projects as they arise.
Emergency On-Call 24/7 Roster.

Site visits: Conduct Site Visits as required to implement on-site upgrades. Deliver, install and set to work all new equipment.
Site Exit Reports.

Attributes: Maintain highest professional integrity,
Dedicated Hands-on approach
Professional networking with external Agencies: Telstra, Newsat, Websense, dealers and contractors.

Dates: Nov 2005 to Jul 2007.

EXPERIENCE

Company: TOTAL PAK IT Services

Position: Network Engineer / Department Manager (Contract Role)

Duties: Lead and Manage IT Department. Responsible for the uptime, security, integrity and availability of applications and networks for clients and staff on their Local Area and Wide Area Networks.

Functions: Network Architecture
Anti virus – Corporate
Build, Configure and Set to Work Client PC's and Thin Clients.
Build, Configure and Set to Work Windows Server 2003, Windows Server (Small Business Server 2003), and Terminal Services.
Communications set-up with Hubs/Switch/Router/ADSL.
Group Policy
Migration from NT4 to Server 2003
MS Outlook LDAP Server
Network Installations
Provide Departmental Leadership and Responsibility.
Remote connectivity for External Clients.
Responsible to clients for Integrity, Security and Uptime of their Servers.

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Security – Routers, Switches, Internet, Servers.
Server Configuration
Server Upgrades
Staff Appraisals.
Conduct Interviews.
SubNetting. SuperNetting

Site visits: Conduct Site Visits as required to implement on-site upgrades. Deliver, install and set to work all new equipment.
Site Exit Reports.

Attributes: Maintain highest professional integrity,
Dedicated Hands-on approach
Professional networking with external
Agencies: Telstra, Newsat, dealers
and contractors.

Dates: Oct 2004 to Nov 2005.

EXPERIENCE

Company: TESSA Corporation (Financial Management)

Position: Network Engineer (Contract Role)

Duties: Responsible for the uptime, security, integrity and availability of networks for clients and staff on both a LAN and WAN.

Functions: Active Server Pages (ASP)
Active Directory – Domains and Trusts
Communications set-up with Hubs/Switch/Router/ADSL.
Network Administration (WAN and LAN)
Network Architecture
Network Installations
Project Leadership
Project Management
Security
SQL Databases
Staff Management.
VB Programming.

Attributes: Maintain highest professional integrity,
Dedicated Hands-on approach
Professional networking with external

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Agencies: Telstra, Newsat, dealers
and contractors.

Dates: Sep 2003 to Oct 2004.

EXPERIENCE

Company: CADET (Community Agency for Development, Employment and Training)

Position: Systems Administrator

Duties: Lead and Manage IT Department. Responsible for the uptime, security, integrity and availability of applications and networks for clients and staff on their Local Area and Wide Area Networks.

Functions: Active Directory
Active Directory Management
CISCO Router Management
Create Cabling Diagrams
Data Storage Management
Departmental Leadership
Develop Security / Desktop group policy
Help Desk Support
Liaise with Contractors
Liaise with Telstra
MS EXCHANGE Administration
Network Administration (WAN and LAN)
Program Rollouts
Project Management
RAID configuration and management
Relocate Sites, Setup new sites.
Responsible to the CEO for 7 geographically separate client sites and maintaining 18 Servers and 250 client machines.
Server Farm Management (Citrix MetaFrame)
Server Installation
Server Load Balancing
Server Side Profile Management
Set up new Sites and Offices
SUS / WUS Server Management
Terminal Servers and Thin Clients
Upgrades to Operating Systems
Windows 2000 Server

Site visits: Conduct Site Visits through Sunshine Coast region as required to implement on-site upgrades.
Deliver, install and set to work all new equipment.
Site Exit Reports.

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Attributes: Maintain highest professional integrity,
Dedicated Hands-on approach
Professional networking with external
Agencies: Telstra, dealers
and contractors.

Dates: Apr 2000 to Nov 2003.

Referees: Group IT&T Manager
Voyages Hotels and Resorts
Mob: 04xx xxx xxx.

Certificates and Proficiencies:

Copies of all Certificates and System Proficiencies at:

<http://it-ology.net/certs.html>

Your member profile			
Name: Marcus Bowra	Partner Level: Registered Member, MSA Partner		
Manage your account	Competencies:		
Program Administrator: Marcus Bowra	Program Anniversary Date: 10/3/2005		
Organization: ITOLOGY ID 767520			

77 867 541 691 Active	ITOLOGY	Trading Name	4557 QLD
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