

Resume of

## 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 Information and Communication Technology (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

**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 Server, Opera Servers, Interface Servers, File and Print, Network Attached Storage, Backup Library, Rapid Deployment, Anti Virus, VPN, Cisco switching. Hybrid StarTopology. 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.

Capital Expenditure (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.

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**EXPERIENCE****Company:**

**Voyages Hotels and Resorts**

**Position:**

**QLD IT&T Support (Support to Regional Manager Role)**

**Duties:**

Provide assistance and support to QLD 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.

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.

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**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 BusinessServer 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.

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.

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**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 agencies: Telstra, Newsat, dealers  
and contractors.

**Dates:**

Sep 2003 to Oct 2004.

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**EXPERIENCE****Company:**

**CADET (Community Agency for Development, Employment and Training)**

**Position:**

Systems Administrator

**Duties:**

Lead and Manage Information Technology 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.

***Attributes:***

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

***Dates:***

Apr 2000 to Nov 2003.

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**Referees:**

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

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**Certificates and Proficiencies:**

Copies of all Certificates and System Proficiencies at:

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