

Resume - John Walker

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Nationality: Dual: British / Australian

Professional Overview

Approximately thirty years of experience working within varied environments of the IT industry has provided me with a proven record of managing IT departments in line with strategic organisational objectives, with an emphasis on transforming IT from a cost centre into a business enabler. I have regional expertise in multi-site network design, implementation, and maintenance. I am a specialist in Microsoft domains, end-user computing, VMware datacentre and desktop virtualisation, and installation, configuration and maintenance of FortiNet security and edge-network devices.

Key Competencies and Skills

Departmental Management

Able to manage an IT department, create and manage budgets and strategic plans. Competent in planning the allocation of the department's staff and resources.

Project Management

Demonstrated ability to plan, execute, monitor and report the status of projects of varying size (largest project AU\$1.2M), including risk mitigation, and proactive prevention of scope creep.

Systems and Environments

- Able to design, implement and maintain multi-site networks incorporating cloud services (Azure and AWS), and Microsoft Windows Server domains, including on-premises and Azure-based AD-DS structures.
- Significant experience with MS Azure administration, having regional responsibility for the Asia Pacific Azure subscription in my previous role. Provided end-user access to Azure resources and migrated appropriate servers from on-premise to this platform.
- Support for end-user computer environments and all Microsoft desktop operating systems. Experience supporting many applications and the administration of Microsoft Office 365.
- I am experienced in providing IT support to staff in local, regional and international offices using remote support tools.
- Implementation of Virtual Desktop Infrastructure (VDI) technology on thin and zero client terminals for increased security, reliability, performance while extending the device lifecycle and lowering the TCO and support overhead.
- I have installed many versions of VMware ESX/ESXi server hosts.
- Implementation of multi-site SD-WAN including policy-based routing, firewalling, AV and traffic filtering and created an SSL-VPN for remote user access using Fortinet products.

Personal attributes and soft skills

- I have extensive experience supervising both full time and contract staff.
- Able to work as part of a team or on my initiative without supervision.
- Experienced in working to tight deadlines within high-pressure environments.
- Extensive vendor management experience.
- Excellent problem-solving skills, good interpersonal skills and can communicate at all levels within an organisation.

Qualifications, Continuing Professional Development and Status

2020	Currently studying for Fortinet NSE4 qualification.
2017	VMware Certified Professional 6 - Data Centre Virtualisation.
2015	VMware Certified Professional 5.1 – Desktop.
2013	VMware Certified Professional 5.1 – Data Centre Virtualisation.
2011	MCTS – 70-642 Configuring Windows Server 2008 Infrastructure.
2010	VMware Certified Professional 3.5.
2000	Microsoft Certified Systems Engineer (MCSE) for Windows NT 4.0.

IT Manager – Asia Pacific Region

ComAp Pty Ltd, Adelaide, SA

From November 2012 to July 2020 (7 years, 8 months)

Reason for Leaving: Relocation to Great Britain

ComAp is a market leader in providing controllers for engine-driven power generation equipment of all sizes. The company specialises in solutions for diesel, solar and wind turbine power generation as well as drive applications.

Initially employed on contract, I accepted the permanent position of Group IT Manager in April 2013. I took a place on the Australian Executive Management Team in Early 2014. The role evolved to service other offices within the APAC region from early 2017.

The role provides support for all users, networked and standalone IT equipment within company offices located in Adelaide, Brisbane, Melbourne, Sydney and Perth. In 2017, my geographic region of support was extended to include offices within Singapore, China and India. Achievements include:

- Installed, maintained and supported VMware ESXi together with its shared storage and host hardware.
- Created Disaster Recovery plan utilising Veeam Backup and Replication.
- Planned and implemented a national Windows Server domain covering our Australian offices. I improved Wide Area Network performance by using RODC computers at our branch offices.
- Installed VMware Horizon View to provide a centralised virtualised desktop environment and managed application delivery.
- Used FortiNet products to implement an SD-WAN across Australia and Singapore. The network includes a secure and separated WIFI network for staff and customers. This implementation has dramatically improved network security and group collaboration between our APAC offices.
- Configured FortiNet devices to provide a secure SSL-VPN for remote access to network resources.
- Led the project to install an Australia based SIP based Mitel phone system. This solution has massively reduced call charges.
- Appointed as the IT technical lead to a four-member, Prague based, steering committee tasked with moving the company towards becoming a truly global entity.
- Responsible for the administration of Office 365 and SharePoint within the APAC region.
- Configured and supported servers based within Microsoft Azure for use by our offices in Australia and China.
- Worked in close collaboration with IT department team members in our Czech Republic and American offices.
- I ensured that all the IT environment, its policies, and procedures were fully documented and kept up to date.
- Responsible for developing the Australian IT strategy, ensuring it fits within ComAp's global IT plan.
- The administrator of the ComAp Asia Pacific Azure subscription. I have migrated data from local storage to a combination of MS Teams, SharePoint and Azure File storage. I have also migrated local servers to Azure where this was appropriate.

Key Achievement: The network I implemented was agile enough to enable our users to work from home during COVID-19 effortlessly.

National IT Manager

Perks Integrated Business Services, Adelaide, SA

From April 2011 to November 2012 (1 year, 7 months)

Reason for Leaving: Career Progression (Regional Management position at ComAp)

Established in 1981, Perks offers financial services to individuals and small and medium-sized businesses. It has offices in Adelaide, Victor Harbor, Alice Springs and Darwin.

Reporting directly to the CEO, this hands-on position formed part of the Internal Services Management Team. The role was directly accountable for the state of on-going work and the department's activities.

Management Experience

- The role was responsible for the daily management of the technology department's staff, assigning workload and performing staff reviews. I also enjoyed acting as a mentor to junior staff while in this role.
- An essential function within this position was to liaise with both internal business units and external suppliers to repair the working relationships that had previously been neglected. I accomplished this task, and the department's profile was much improved.
- I managed a team of two permanent staff and a varying number of part-time or contract staff.
- Planned and executed several simultaneous projects that required excellent resource and time management skills as well as the ability to prioritise effectively between tasks.

Technical Experience

- Developed a standard operating environment and configured Windows Deployment Services for its distribution.
- Implemented a disaster recovery solution hosted within an offsite Data Centre. Veeam Backup and Replication software were used to create the offsite business continuity solution.
- Produced an achievable two-year strategic IT plan that forecasts improved services to the end-user and provided a structure for staged hardware infrastructure replenishment.
- The supported environment consisted of a VMware ESX server and storage cluster that hosted a multi-server Windows 2008 domain that includes MS Exchange 2010 and several MS SQL server-based applications.
- The domain was extended and supported across four locations in Adelaide, Victor Harbor, Alice Springs and Darwin.
- A large variety of different accounting packages were made available to the user community. I implemented Microsoft's RemoteApp/AppV to deliver these applications from a centralised server to the end-user.
- Secured the permanent employment of the IT team. Previously the two roles were contract-based.

Key Achievement: Planned and led the IT component of a project to relocate the Perks head office. This task included the relocation of all network and endpoint devices for 150+ users over a single weekend. I had to co-ordinate with many third parties to ensure that the correct infrastructure was in place before moving. I also engaged the right number of resources to ensure the billable working hours of the Perks accountants were not impacted.

Senior Systems Engineer

Logi-Tech, Marlestone, Adelaide. South Australia

From May 2010 to April 2011 (1 year)

Reason for Leaving: Career Progression (Management position at Perks)

Logi-Tech has extensive experience delivering information technology solutions to South Australian industry and is an endorsed supplier to the South Australian government.

Working within a customer-facing environment to deliver both break-fix and project solutions to many varied company clients. Examples of projects that were successfully undertaken within this role were:

Global Active Directory Migration - Viterra (formerly ABB Grain) – September 2010

I was working as part of a three-person team tasked with migrating all Windows Active Directory network objects from the local ABB Grain domain to a global domain developed by Viterra in Canada. The work was customer-facing and included auditing the resources requiring migration at each of Viterra's sites across Australia.

VMware Server Migration – Viterra (formerly ABB Grain) – July 2010

Responsible for the migration of two physical business-critical application servers located in Fremantle, WA, into the Adelaide VMware environment. The work involved configuring virtual servers and the recreation of core applications. I developed end-user acceptance testing scripts to ensure that no application functionality or performance had been lost due to the migration.

Microsoft Hyper-V installation – Southcott Hydraulic – June 2010.

At Southcott's, I installed a Microsoft Hyper-V three-node, high availability cluster. This system enabled the in-house IT support team to migrate their ageing physical servers into a more reliable, fault-tolerant environment.

All of the projects above were documented in detail. The documents formed part of the hand over processes for in-house IT teams.

IT and Systems Manager

Unibooks, University of Adelaide, Adelaide. South Australia

From February 2003 to May 2010 (7 years, 3 months)

Reason for Leaving: Change of management & proposed outsourcing IT Department

Unibooks was South Australia's largest academic and professional bookseller with eleven outlets in three of South Australia's leading universities. It was also the preferred supplier of textbooks to the Open Universities of Australia.

Reporting to the General Manager, this hands-on role managed the Information Systems Department (including budgets) and was responsible for planning the IT strategy for the company.

Management Experience

- Project/team leader on several large IT projects, including the installation of a new fibre-optic network between our Head Office and remote sites. A desktop refresh using thin clients. Physical server consolidation to a VMware platform. The update of the company's proprietary software used for the day to day operation of the company.

- Responsible for managing the department's resources, including one full-time staff member and many external contractors.
- Responsible for documenting the many IT procedures and the development of the IT Usage Policy within the company.

Technical Experience

- Responsible for the seamless relocation of the company's server, storage and telephony equipment when moving to a new head office location. This project included the implementation of our fibre-based, private network linking all Unibooks sites.
- Created a VMware vSphere 4 virtualised environment. I consolidated many Windows 2003 servers as well as created a new Microsoft Windows domain using Windows Server 2008 R2 virtual servers.
- Introduced Microsoft SharePoint Services to provide a company intranet.
- Implemented the company's backup and disaster recovery strategy.
- Installation thin clients and Citrix Presentation Manager to provide standard desktop and application availability.
- Provided support for up to 110 Unibooks employees located both at Head Office and twelve sites within South Australia.

Key Achievement: Updated the Unibooks website to enable online sales processing. In my last year of employment with Unibooks, the sales turnover generated by the website exceeded AU\$6.5M (2009).

Systems Engineer

EDS located at Holden Automotive Manufacturers

November 2002 to February 2003 (3 month contract)

Reason for Leaving: Contract completed

Duties

- Employed on contract at the Holden Automotive Manufacturing plant, forming part of the Online 2000 PC rollout team.
- We tuned the standard build to each user's requirements ensuring that all applications were working correctly.
- Working within a very customer focussed, pressured environment and to strict deadlines.
- Roll out new PC to the end-user, taking ownership of any issues and following any problem through to its resolution.

Emigration to Australia

September 2002

IT Support Team Leader

The Bruche Police Training Centre, Cheshire, UK

From Feb. 1999 to Aug. 2002 (3 years, 6 months)

Reason for Leaving: Migrated to Australia

Bruche was one of the largest Police Training Centres in the UK. In April 2002, the organisation became known as Centrex. Before this date, the organisation was known as National Police Training (NPT) and formed part of the Home Office.

Working under contract and answering to one of three National Service Delivery Managers, I was employed as a Systems Engineer and later as IT Support Team Leader.

Duties

- Support of 160 local users and workstations and later over 1000 remote users and workstations across five locations.
- Provided support to three local and a further nine remote Novell NetWare servers.
- Installed Windows 2000 Active Directory network domains at three temporary satellite training centres.
- Created detailed documentation describing technical and support procedures.
- Three years of experience of team leader of both local and remote support staff. Responsible for eight full-time and numerous contract Systems Engineers.
- Provided high-level 3rd line support throughout the organisation, working on my initiative and with minimal supervision.

Prior Positions Held (1991 to 1999)

Heysham II Nuclear Power Station , Lancashire, UK	Systems Engineer	From 1998 to 1999
GOSS Graphic Systems , Lancashire, UK	Senior Technical Analyst	From 1994 to 1998
Presspart Manufacturing , Lancashire, U.K.	Network Administrator / Programmer	From 1993 to 1994
Detectronic Limited , Lancashire, UK	Analyst Programmer	From 1991 to 1994