

John Walker

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Professional Profile

Microsoft MCTS, MCP & MCSE, four times VMware VCP qualified with over twenty years experience working within the IT industry. Extensive knowledge of Microsoft Server and desktop operating systems, VMware ESXi, vCenter and Horizon View. With a proven history of planning, configuring and implementing many of these systems. Proven history of identifying business requirements and aligning existing and new IT systems to those needs. Installed and managed many helpdesk solutions to formalise IT tasks, and reporting. Experienced in working within network environments of between fifty and well over a thousand users. Experienced supporting local and remote user environments. Over eleven years experience as an IT Systems Manager, ten years experience as a team leader and over five years experience as an IT Contractor. Experienced in planning, leading and overseeing small to large scale projects, working within their budgets and timelines. Comfortable working within pressured environments. Large exposure to providing services in a customer focussed environment.

Attributes and Skills

- Able to competently manage an IT department. Ability to create and manage the departmental budgets and to plan the allocation of the department's staff and resources.
- Experienced in the planning, execution, monitoring and reporting the status of projects of varying size. Create project risk analysis and proactively guard against slippage of deadlines or budget.
- Can design and implement many networks using Microsoft Windows Server 2003 through to 2016(Evaluation) domains and AD/AD-DS structures including the application of Group Policy Objects.
- Support of desktop operating systems including Windows XP, Windows 7, 8 and 10. Experience supporting many applications including Microsoft Office and administrating Office 365.
- Skilled at the installation, configuration and maintenance of MS Exchange Server 2003 through to 2013.
- Provides IT and technical support to both local staff and those located in remote locations.
- Implemented VDI technology with thin and zero client technology to increase security, reliability, performance and device lifecycle whilst lowering the TCO. Qualified VMware Certified Professional – Desktop Virtualisation.
- Used VMware ThinApp and App Volumes to centralise and manage application deployment.
- Installed many versions of VMware ESX/ESXi server hosts. Qualified VMware Certified Professional – Datacentre Virtualisation.
- Experienced with the supervision of both full time and contract staff. Able to work as part of a team or on my own initiative with minimal supervision. Experienced in working to tight deadlines within a pressured environment.
- Good problem solving abilities, good interpersonal and communication skills. Able to communicate at all levels within an organisation.

Qualifications, Training and Professional Status

- 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
- 2009 VMware Infrastructure 3 Fast Track V3-5 course.
- 2006 Citrix Administration and Support course (1256 & 1258).
- 2000 Became a Microsoft Certified Systems Engineer (MCSE) for Windows NT 4.0.
- 1990 Gained a Business and Technician Education Council's (BTEC) Higher National Certificate in Software Engineering.
- 1986 Completed a BTEC National Certificate in Engineering (Electrical / Electronic Engineering).

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Work Experience

Group IT Manager

ComAp Pty Ltd (Formerly Greenbird Technology) Adelaide, SA

From November 2012 to present

Employer Overview

ComAp is the market leader in providing controllers for engine driven power generation equipment of all sizes. Greenbird was bought by ComAp in 2012. ComAp provides some of the leading control equipment used in the world today.

Duties

- Initially employed contract, I accepted the permanent, hands on, position of Group IT Manager in June 2012. I accepted a position within the Australian Executive Management Team in Early 2013.
- In this role, I provide support for users of all networked and standalone PC's, Macs and zero clients in company offices located in Adelaide, Brisbane, and Perth. In 2016, my geographic region of support was extended to include the ComAp offices within Singapore, China and India.
- Installed and maintained VMware ESXi together with its shared storage.
- Created Disaster Recovery plan utilising Veeam Backup and Replication.
- Planned and implemented a nationally used Windows Server 2012 domain covering our three main Australian office.
- Installed VMware Horizon View to provide a centralised virtualised desktop environment with managed application delivery.
- Implemented a managed wide area network that connected the main Australian offices that greatly improved information sharing and group collaboration.
- Led the project to install an Australia wide SIP based Mitel phone system that massively reduced office to office call charges.
- Appointed as the 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.
- The APAC region technical lead for the implementation of global CRM and ERP systems.
- Configuration and support of servers based within Microsoft Azure for use by our offices in China.
- Worked in close collaboration with IT department team members based in the Czech Republic and USA Offices.
- Ensured that all the IT environment, its policies and procedures are fully documented.
- Responsible for developing the Australian IT strategy ensuring it fits within the greater global IT plan.

IT Manager

Perks Integrated Business Services, Adelaide, SA

From April, 2011 to November 2012

Employer Overview

Established in 1981 Perks offers a service to individuals, small and medium sized businesses. It has offices in Adelaide, Alice Springs and Darwin.

Management Experience

- Answering to the CEO, I was employed in the role of IT Manager. This hands on position formed part of the Internal Services Management Team and during regular meetings, I reported upon the state of on-going work and the IT Departments activities.
- This role took responsibility 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 within this role.
- A key 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. This was done successfully and the IT Department's profile was greatly improved.
- Managed a team of two permanent IT team members and a varying number of part time or contract staff.
- Planned and executed several simultaneous projects that required good resource and time management skills as well as the ability to prioritise effectively between tasks.

Technical Experience

- Planned and led the IT component of a project to relocated of the Perks head office. Relocated all servers, storage devices and endpoint devices for 150+ users over a single weekend. Co-ordinated various third parties to ensure that the correct infrastructure was in place prior to moving and engaged the correct number of resources to ensure the billable working hours of the accountants employed by Perks was not impacted.
- Developed a standard operating environment and configured Windows Deployment Services for its distribution.

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- Implemented an offsite disaster recovery solution hosted within the Internode Data Centre. Veeam Backup and Replication software was used to provide a fault tolerant network that can run from the DR site.
- Produced an achievable two-year strategic IT plan that forecast more efficient services to the end user and provided a structure for staged infrastructure replenishment.
- Planned and implemented the upgrade of our VMware ESX 4 hosts to ESX 5.
- 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 a number of MS SQL servers based applications.
- The domain was extended and supported across four locations, 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 location to the end user.
- I installed a Cisco IronPort solution to provide Spam and Web content filtering.
- I secured the permanent employment of the IT team. Previously, two roles were contract based.
- Along with our main supplier and VMware we beta tested VMware Project Octopus (now VMware Horizon Suite). This was used to provide board members with a secure alternative to using Dropbox.

Senior Systems Engineer

Logi-Tech, Marlestone, Adelaide. South Australia

From May, 2010 to April 2011

Employer Overview

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

Experience

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

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

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. An important part of this project was working with the users and application professionals to develop a suitable migration plan and schedule.

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

I was responsible for the migration of two physical business critical application servers located in Fremantle, WA into the Adelaide based VMware environment. The work involved configuring virtual servers and the recreation of core applications. Changes to the Citrix environment were made to deliver the software to the Fremantle users. Changes were processed through the company's change management system and strict guidelines were followed correctly to incite these changes. I developed user acceptance testing scripts to ensure that no application functionality or performance had been lost.

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

At Southcott's, I installed a Microsoft Hyper-V three-node, high availability cluster. This enabled the in-house IT support staff to migrate their aging physical servers into a more reliable, fault tolerant environment. The work was fully documented and was formally handed over to the Southcott's support staff.

IT and Systems Manager

Unibooks, University of Adelaide, Adelaide. South Australia

From February 2003 to May 2010

Employer Overview

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 for the Open Universities of Australia.

Management Experience

- Reporting to the General Manager, I was employed in the hands role of IT and Systems Manager. I managed the Information Systems Department and its budgets. I was responsible for planning the IT Strategy within the company.
- I reported on the status of projects and present other relevant departmental information at weekly management meetings.
- Acted as project/team leader on several large IT projects including the installation of a new fibre optic based network between our Head Office and our remote sites. A desktop refresh using thin clients. Physical server consolidation to a virtualised VMware platform. The update of the company's proprietary software used for the day to day operation of the company.

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- Managed the department's resources including one full time staff member and a number of external contractors.
- I was responsible for documenting the many IT procedures and the development of the IT Usage Policy within the company.
- Creation and presentation of management reports in regard to the department's performance.
- The test and adoption of new technologies that brought added value to the company (e.g. Microsoft SharePoint).

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 included a migration to our own fibre based, private network linking all Unibooks sites.
- Created a VMware vSphere 4 virtualised environment. Consolidated many Windows 2003 servers as well as created a new Microsoft Windows domain based around 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.
- Performed several server upgrades without any impact to the user community.
- Created a secure, managed, roaming user desktop environment by using Group Policies within the Active Directory structure.
- Updated Microsoft Office several times with the later version delivered by Citrix.
- Updated the Unibooks website to provide an online sales capability. In my last year of employment with Unibooks, the sales turnover generated by the website was more than \$5M (2009).
- Provide support for up to 110 Unibooks employees located both at Head Office and at branch offices within South Australia.

Systems Engineer

E.D.S. located at Holden Automotive Manufacturers
November 2002 to February 2003

Duties

- Employed on contract at the Holden Automotive Manufacturing plant, forming part of the Online 2000 PC rollout team.
- Tuned the standard build to each user's individual requirements ensuring the 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.

IT Support Team Leader

The Bruche Police Training Centre, Cheshire, UK
From Feb. 1999 to Aug. 2002

Employer Overview

The Bruche Police Training Centre was one of the largest training centres in the UK. In April 2002, the organisation became known as Centrex. Prior to this date, the organisation was known as National Police Training (NPT) and forms part of the Home Office.

Duties

- Working under contract and answering to one of three National Service Delivery Managers, I was employed as a Systems Engineer and later as Technical Support Team Leader.
- Support of 160 local users and workstations and later over 1000 remote users and workstations across five sites.
- Provided support to three local and a further seven remote Novell NetWare servers.
- Upgraded desktop hardware and software applications such as MS Office.
- Installed Windows 2000 Active Directory based network domains at three remote training centres.
- Produced detailed documentation describing technical and support procedures.
- Three years experience of team leadership 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 own initiative and with minimal supervision.

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Systems Engineer

Heysham II Nuclear Power Station, Lancashire, UK

From Sep. 1998 to Jan. 1999

Employer Overview

The Heysham II Nuclear Power Station provides the electricity for most of Northern England and part of Wales.

Duties

- Working under contract, I was engaged on a large scale MS Windows NT 4 desktop roll out.
- Installation of the PC to the end users' desk and provided an orientation of the new system.
- Worked to tight deadlines within a very customer focussed environment.

Technical Analyst

GOSS Graphic Systems, Lancashire, UK

From 1994 to 1998

Employer Overview

GOSS Graphic Systems (Formerly Rockwell Graphic Systems) was a world leaders in the manufacture of offset and digital printing presses.

Duties

- Network Administration of servers including Novell NetWare, Microsoft NT 4.0, MS SQL and MS Exchange. I installed, configured and maintained all server operating systems and applications within this token ring network environment.
- Migrated the network from IBM LAN Manager to Novell Netware 3.12 then to version 4.11.
- Designed and implemented the network NDS Tree.
- Installed and configured Lotus Notes and used it to create a companywide helpdesk call logging system.
- Gained four years of team leadership experience in a team of three other IT professionals.

Network Administrator / Programmer

Press part Manufacturing, Lancashire, UK

From 1993 to 1994

Duties

Support of a Novell NetWare 3.11 Server and software development/support of an in-house production monitoring application written in Microsoft C.

Analyst Programmer

Detectronic Limited, Lancashire, UK

1991 to 1994

Duties

Software development in an R&D environment using C/C++, 8086 and 2382 machine code. Worked on my own initiative and as part of a team using strict software version control.

Other Information

In my spare time, I enjoy off road driving and I am member and form part of the committee of the Land Rover Register of South Australia 4x4 club. In May2016, I crossed the Simpson Desert and I love to explore the Flinders Ranges. I enjoy camping and spending time with my family.

References

References are available from the people below. Also, recommendations have been written about my work by my peers on my Linked-In page. The link for this page is available at the top of this document.