# Resume - John Walker

**E-Mail**        john@j-walker.net        **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, emphasising the transition of IT from a cost centre into a business enabler. I have regional expertise in multi-site network design, implementation, and maintenance. In addition, 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. I have used this broad experience within a DevOps culture in my last two roles to provide infrastructure as code and cloud service solutions.

## Key Competencies and Skills

### Departmental Management

Able to manage an IT department, and 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 (most significant project AU$1.2M), including risk mitigation and proactive scope creep prevention.

### 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.
- I have significant experience with MS Azure administration and had regional responsibility for the Asia Pacific Azure subscription in my role at ComAp. 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.
- Implement Virtual Desktop Infrastructure (VDI) technology on thin and zero client terminals for increased security, reliability, and performance while extending the device lifecycle and lowering the TCO and support overhead.
- I have installed many versions of VMware ESX/ESXi server hosts.
- I implemented 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.
- I can work as a team or on my initiative without supervision.
- Experienced in working to tight deadlines within high-pressure environments.
- Extensive vendor management experience.
- I have excellent problem-solving skills. Good interpersonal skills and can communicate at all levels within an organisation.

## Qualifications, Continuing Professional Development and Status

|      |   |
|------|---|
|      | I am currently studying for the Microsoft AZ-104 Microsoft Azure Administrator 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. |

## Senior Professional System Engineer                    DXC Technology, *Adelaide, SA*

From January 2022 to Present

*DXC Technology helps global companies run their mission-critical systems and operations while modernising IT, ensuring security and scalability across private, public and hybrid cloud solutions. As a result, the world's largest companies and public sector organisations trust DXC to deploy their services.*

I am employed within DXC as a Senior Professional System Engineer working within the CloudOps Group. During this role, I am engaged in a cloud migration project for the Australian Digital Health Agency. The project involves migrating the Agency's local resources to three Australian geographic regions within Microsoft Azure. The project aims to create a secure, reliable and expandable environment for creating over fifteen hundred servers within a complex development and production environment.

NV1 security clearance was a requirement for this project, but an overview of technologies and tasks performed within this project include:

- The development of Bicep and JSON scripts for the repeatable deployment of MS Azure resources.
- I am working within a DevOps culture to deliver new infrastructure as code.
- The use of MS DevOps within Azure for code version control within a group of developers.
- Support and configure both Windows and Linux servers (OEL v6 to 8 and Windows Server 2016).
- Develop BASH scripts to automate post-build configuration tasks on the Linux servers.
- Use the CI/CD pipelines within MS Azure for the repeatable automation of environmental deployment of resources.
- Used Ansible for the mass configuration of deployed resources.
- Use Microsoft DevOps Boards to plan, record and update project tasks.

**Key Achievement:** Gained experience working within an extensive project team across Australia. I learnt new programming languages and increased my exposure to Linux O/S. In addition, I have increased my knowledge within MS Azure, particularly regarding the multi-region deployment of resources.


## Relocated back to Australia

October 2021


## Senior DevOps Engineer          Blackburn with Darwen County Council, *Blackburn, Lancashire. UK*

From November 2020 to October 2021                    Reason for Leaving: Relocation to Australia

*Blackburn with Darwen Borough Council serves over 140,000 residents and has more than 2200 employees across several local offices. Answering directly to the Deputy Chief Information Officer, I was the initial Senior DevOps Engineer within the organisation.*

This was a new position at the Council, and one of its main aims was to grow the DevOps team. I assisted with this by forming part of an interview panel for several new roles. Following a restructure, I was responsible for jointly managing twelve engineers from the Operations and DBA teams as their positions were amalgamated within the DevOps Department. I also acted as a mentor for a Junior DevOps Engineer and an IT Apprentice.

Another primary goal of this position was to set up the processes and procedures to allow the Council to migrate to MS Azure. This included building the infrastructure to pursue a CI/CD philosophy provided automation and adoption of Infrastructure as Code. This allowed the Council to adopt the Cloud Where Appropriate methodology fundamental to the current five-year IT Plan.

The technologies and experience gained in this challenging role included but were not limited to:

- Azure - Provision infrastructure and administration of both development and production tenant.
- Configuration of an Azure Landing Zone to meet the needs of Networking, Security and Governance.
- Develop and apply Azure Management Group Policies as part of the Landing Zone.
- Used Hasicorp's Terraform and Vault to create new infrastructure in Azure and VMware. This approach provided a reliable, repeatable and predictable infrastructure creation process.
- Configured the software development environment to cater for team usage. Created Terraform shared state and differing workspaces for development and production environments.
- Set up secure code repositories with version control using Microsoft Azure Repositories, Git/GitLab and GitHub.
- I created CI/CD automation pipelines in GitLabs and MS Azure DevOps environments.

- I migrated the Council's corporate website to MS Azure as proof of concept for the Azure platform and IaC technology. The website used Drupal and was configured with a split database backend. In addition, the new site used Azure ScaleSet technology and geo-redundancy, which fixed issues relating to the website's reliability and usability during high demand.
- Used Ansible to develop playbooks for the configuration of on-premises and cloud infrastructure.
- I performed Office365 and Exchange Online administration tasks.
- Worked with both Windows and Linux hosts (Ubuntu Linux).

**Key Achievement:** I played a crucial role in deciding the DevOps tooling used throughout the Council. The DevOps proof of concept I developed led to its adoption within the Council. I successfully promoted the change in the operational process in an atmosphere that was very opposed to and resistant to change.

I was able to act as a mentor to the people in my charge. I championed the new (to the Council) concept of CD/CI and Infrastructure as Code technology within my team and the business at large.


# Relocated to the United Kingdom
July 2020


# 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 diesel, solar and wind turbine power generation and drive applications solutions.*

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 for offices in Adelaide, Brisbane, Melbourne, Sydney and Perth. In 2017, my geographic support region was extended to include offices within Singapore, China and India. Achievements include:

- Installed, maintained and supported VMware ESXi 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 also improved Wide Area Network performance 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-wide Mitel phone system for ComAp. This solution has massively reduced call charges.
- I was 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 our offices in Australia and China.
- Worked closely with IT department team members in our Czech Republic and American offices.
- I ensured that all the IT environment, 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 efficiently enable our users to work from home during COVID-19 restrictions.

## National IT Manager

## Perks Integrated Business Services, Adelaide, SA

*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 Darwen.*

Reporting directly to the CEO, this hands-on position formed part of the Internal Services Management Team. The role was directly accountable for ongoing 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 were previously neglected. I accomplished this task, and the department's profile was much improved.
- I managed a team of two permanent staff and several part-time or contract staff.
- Planned and executed several simultaneous projects that required excellent resource and time management skills and prioritised 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. Used Veeam Backup and Replication software to create an 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 offices in Adelaide, Victor Harbor, Alice Springs, and Darwin.
- I implemented Microsoft's RemoteApp/AppV to deliver many accounting packages to the end-user.

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

## Senior Systems Engineer

## Logi-Tech, Marleston, Adelaide. South Australia

*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 break-fix and project solutions to many varied company clients. Examples of projects that I completed within this role were:

**Global Active Directory Migration - Viterra (formerly ABB Grain) – August/September 2010**
I worked as part of a three-person team that migrated all Windows Active Directory network objects from the local ABB Grain domain to a global domain developed by Viterra in Canada.

**VMware Server Migration – Viterra (formerly ABB Grain) – July 2010**
Responsible for migrating two physical business-critical application servers in Fremantle, WA, into the Adelaide VMware environment. The work involved configuring virtual servers and the recreation of core applications. I also developed end-user acceptance testing scripts to ensure no application functionality or performance was 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 fully documented. The documents formed part of the handover 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 installing 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 day-to-day operation.
- 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 developing 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.
- I introduced Microsoft SharePoint Services to provide a company intranet.
- I implemented the company's backup and disaster recovery strategy.
- Install thin clients and Citrix Presentation Manager to provide standard desktop and application availability.
- I supported up to 110 Unibooks employees at Head Office and twelve other 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 - Holden Automotive Manufacturers

November 2002 to February 2003 (3-month contract)

Reason for Leaving: Contract completed

**Duties**
- I was 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 worked correctly.
- I was working within a customer-focused, 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 an IT Support Team Leader.

**Duties**
- Support of 160 local users and workstations and over 1200 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 as a local and remote support staff team leader. Responsible for eight full-time and numerous contract Systems Engineers.
- I 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 (Contract) | 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 1993 |

## References are available upon request.