



STEVE BEAMS

31 Monty Crescent
 Bray Park QLD 4500
 M: 0419 123 987
 E: steve_beams@gmail.com

CAREER OBJECTIVE

To undertake an **IT Support** role where I can utilise my qualifications, skills and experience spanning 12 years across the public and private sector. Ideally this technical career opportunity would involve providing a high level of support, maintenance and administrative services to users of PALJP, LJSS, ESP together with desktop and network systems within respective offices across the organisation.

PROFESSIONAL DEVELOPMENT

2000 - 2001	Accelerated Training Updating NT 4.0 Skills to Windows 2000 Designing Windows 2000 Directory Services In-House Training (Local Government): Customer Service Refresher Course Internal Consulting Skills Course Crystal Reports Workshop
1998	Internetworking Microsoft TCP/IP on Windows NT and Microsoft Exchange Server Core Technologies Certificates Microsoft Certified Systems Engineer Course - Drake Training MS NT Server 4.0 Enterprise Technologies Supporting Windows NT 4.0 Core Technologies Administering MS NT 4.0 MS Networking Essentials Certificates
1993	Basic Computer Training, Western College of Adult Education

COMPUTER & TECHNICAL SKILLS

Operating Systems

- Servers NT 4.0, Windows 2000, 2003, Citrix Metaframe
- Windows 3.1,3.11, 95, 98, ME, 2000,XP,Vista and 7
- Novell Netware/Zenworks
- Internet Browsers and email

Systems Software

- Microsoft Office Suite 97/2000 XP 2003 2007
- WordPerfect
- Authority
- ArcserveIT & Backup Exec

Multi-media

- Twain, Real Audio, CD Mastering, Paintshop Pro, Graphic Workshop, MIDI, LView Pro and Adobe Photoshop & MP3 State Police Systems
- COPS (Computerised Operational Policing System)
- NSW Police Roster and Budget System

Hardware

- PC Systems & Networks (single and multi-domains)
- Servers and Clients (Compaq, HP & Dell)
- CD-Writers, Scanners and Printers

Backup systems

- Comprehensive knowledge of current networking systems for LANs & WANs

Client Support:

- Level 2-3 User/Server support to 1000+ users.

TECHNICAL EXPERIENCE

Apr 2008 - Nov 2009

CLAYFIELD COLLEGE | www.clayfield.qld.edu.au
Clayfield, Queensland

IT Systems Support Officer Level 1-2 (Contract)

Key Duties:

- Active member of the IT Team, involved in delivering technology/helpdesk support to staff and students including user administration and back-up administration.
- Assume responsibility for continual operation and disaster recovery of Network Servers (Microsoft 2003 Servers/Novell Servers) and HP/Cisco Switches.
- Assist with Windows XP SOE builds, user policies and Zenworks application packaging and deployment.
- Conduct classroom software testing and rollout together with general network administration tasks.
- Undertake Netware and Windows server administration tasks.
- Schedule network maintenance and disaster recovery planning.
- Maintain up to date network documentation and recovery procedures.
- Monitor antivirus and internet filtering.
- Build desktop operating system images, build and test virtual applications.
- Test and installation of software in school laboratories.

Jun 2005 - Mar 2008

SUPERGEEK
Clayfield, Queensland

Computer Engineer/Business Owner

Key Duties:

- Set-up and day to day business operations, overseeing all aspects from client service to financial reporting.
- Devise and undertake a regular service program including support of operating systems.
- Technical troubleshooting and analysis, developing and implementing workable and affordable solutions for business and domestic clients.
- Provide input on matters associated with site preparation and installation of large computer systems.
- Installation of cables for computer networks.
- Assist staff in establishing the computer hardware and peripherals required to run IT systems
- Project planning and management through all stages from quoting, client consultation to technical support and coordination of project including staff leadership, training and supervision.

Dec 2004 - Mar 2005

CHEP AUSTRALIA | www.chep.com
Queensland and Western Australia

IS System Support Administrator

Key Duties:

- Administer the W2K/NT4.0 Active Directory servers, Citrix Applications following policy and guidelines issued from CHEP head office.
- Perform regular client and server backups and password changes.
- Utilise helpdesk software, log and track problems until attainment of resolutions.
- Provide high level technical support for computer applications and hardware including printers, telephones (fixed and mobile), PC hardware and software support.
- Provide various solutions and assistance with CHEP's internal business systems including Oracle, CMS and PCMS, moving to SAP.
- Provide technical support and advice to staff on IS capabilities and any other IS related support required.

Jan 2004 - Sep 2004

TOPS OFFICE & BUSINESS SYSTEMS | www.tops.com.au
Hobart, Tasmania

IT Technician (Contractor)

Key Duties:

- Conduct server/desktop support for various clients within the public sector and government.
- Provide sales/post sales support and installation.
- Identify hardware and software needs and devise solutions for problems.
- Assist in the customisation and adaptation of existing programs to meet users' requirements.
- Provide quality and accurate telephone, face-to-face and online support to customers.
- Installed and downloaded appropriate software.
- Connected users to networks and provided initial training in facilities and applications.
- Undertook housekeeping and reporting functions.

TECHNICAL EXPERIENCE

Jan 2002 - Jun 2003

ROADS TRAFFIC AUTHORITY | www.rta.nsw.gov.au
Sydney, New South Wales

IT Support Officer - Level 2

Key Duties:

- Provide server/desktop Level 2 support to 700+ users desktops & LAN/WAN servers
- Assist in the statewide rollout of Windows 2000 to the desktop (4000+ desktops)
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications
- Handle various user enquiries regarding computer software or hardware operation to resolve problems
- Oversee the daily performance and optimisation of computer systems.
- Provide phone support and onsite visits to offices within Western Region NSW.
- Set-up equipment for staff use, ensuring proper installation of cables, operating systems or appropriate software.
- Maintain records of daily data communication transactions, problems and remedial actions taken
- Liaise with users including the conduct of computer diagnostics to investigate and resolve problems together with the provision of technical assistance and support deliberate with staff, users and management to establish requirements for new systems or modifications.

Oct 1999 - Jan 2002

DUBBO CITY COUNCIL | www.dubbo.nsw.gov.au
Dubbo, New South Wales

IT Operations Officer

Key Duties:

- Provide daily LAN/WAN administration and support to 250+ users in a multi-platform environment.
- Maintain routers, printers, monitors etc, multiple servers running NT 4.0, Citrix Metaframe, Exchange Server 5.5, Novell, Sun Solaris, MPE/ix running Oracle RDBMS, with a SOE of Windows 95/Windows 2000
- Project Managed Council's upgrade to Windows 2000 SOE
- Maintenance of the software asset register.
- Monitor network performance and software licensing with Express Meter software .
- Diagnose hardware and software problems including the replacement of defective components.
- Conduct data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software and all configurations.
- Plan, coordinate and implement network security measures to protect data, software and hardware.
- Perform routine network start-up and shutdown procedures and maintained control records.
- Recommend changes to improve systems and network configurations and determined hardware or software requirements related to such changes.

Apr 1998 - Oct 1999

COMPUTER RESEARCH & TECHNOLOGY | www.crt.net.au
Dubbo, New South Wales

Technical Engineer/Field Technician

Key Duties:

- Assist in the sales, design, installation and support of business networks and internet services throughout country New South Wales.
- Communicate with potential and existing to determine their business hardware and software requirements.
- Inform clients of new product developments and IT innovation opportunities.
- Design, configure and test computer hardware, networking software and operating system software.
- Develop appropriate systems for customers' needs including software and hardware options.
- Assembly of PC's and servers, performed repairs to laser printers.
- Troubleshoot hardware and software.
- Provide after-sales support to clients.

OTHER EXPERIENCE

1979 - 1998

NSW & TAS POLICE

Various roles and departments

Police Officer

Key Duties:

- Served 19 years in the Police Force achieving awards including National Medal for "Diligent State Police Service"
-

DEMONSTRATED SKILLS & ABILITIES

- Inspires, educates, motivates and builds IT teams, resulting in greater productivity, communication and results.
 - Technical and operational project planning and management through all stages.
 - Well organised with outstanding time management skills, meeting strict deadlines and targets.
 - High initiative, able to convert and transform ideas and plans into actions.
 - Excellent customer service, advanced negotiation and public relations skills.
 - Proven ability to conduct research to source complex operations.
 - Highly self motivated, confident and results-driven with a "can do" attitude.
 - Human resources management from recruitment, to management, training and performance appraisal.
 - IT and operations management of small to medium business enterprises and departments.
 - Financial analysis, reporting, forecasting, budgeting and revenue maximisation with P&L accountability.
 - Office administration and management, including purchasing and IT support.
 - Able to record complex briefs and write reports for senior management.
 - Write, edit and prepare reports, quotations, policies, procedures, training manuals and funding applications.
 - Develop and implement Quality Assurance policy and procedures for all activities.
 - Provision of first, second and third level IT support to internal and external stakeholders.
 - Aptitude for problem solving and able to handle multiple tasks.
 - High level communicator, influencer and negotiation, building and sustaining effective workplace relationships.
 - Advanced computer operation, including set-up equipment/software/hardware.
-

PROFESSIONAL REFEREES

SCOTT ANDY

IT Manager
Clayfield College
23 Gregory Street
Clayfield QLD 4011
M: 0408 798 765

ROD ROGERS

IT Consultant
PA Hospital
Queensland Health
GPO Box 48
Brisbane QLD 4001
M: 0413 876 542

TED STEWS

Programmer/Systems Administrator
International Computer Services
P.O. Box 610
Browns Plains QLD 4118
M: 0417 987 908

WRITTEN REFERENCES & CERTIFICATES AVAILABLE
