

# **CURRICULUM VITAE**

**MARK ANDREW LANE**

**Name:** Mark Andrew Lane  
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**Profile:**

Mark is an enthusiastic technical person who enjoys exploring and extending the boundaries of computing. Whether it is in the workplace by 'thinking outside the box' in order to identify and find a solution to a known or unknown problem, utilizing set policy and procedures or other knowledge based systems for problem identification and resolution or as a hobbyist in exploring new and developing technologies and processes. Mark has worked in the I.T. industry since the early 1980's when he started in a Main Frame environment and has worked on many different classed systems and Operating Systems including many flavors and versions of Unix running on Intel, AMD, Sun Microsystems, HP, IBM, SGI, Prime, etc. hardware for over the last 18 years. Solaris Sparc 2.3-11 x86 2.6-11, HP-UX 9-11i, IRIX, SCO, NetBSD and LINUX { RedHat }.

Mark has worked with clustered solutions using Sun Cluster and Veritas Cluster.

Mark has worked with vitalization technologies such as LDom's, Containers, Virtualbox, VMWare .

Mark's industry experience includes working in Manufacturing, Engineering, Financial, Health, Government, Education and Telecommunications sectors along with working for major I.T. Service Providers' in the delivery of 'Service Level Agreements' and major project development, deployment and maintenance including operating system builds, upgrades, consolidations and migrations using automated and manually implementation techniques based on Standard Operating Environments built to internal and industry best practices.

Mark has worked on the development and implementation of ISO based and internal policies, procedures and process's (using manual and automated tools) in the Mainframe and Midrange classed environments with more recently working under ITIL based processes. Along with many years of writing administration and reporting process's and utilities, either to SLDC, Internal Specifications or 'spaghetti code' in the Mainframe, Midrange, PC classed environments in languages such as JCL, WFL, COBOL, PASCAL, CShell, Borne, Korn, Expect, HTML, Perl, etc and has also previously released SHELL scripts to the community via Sun Microsystems BigAdmin portal { See Below }.

Mark's experience includes the development, deployment and maintenance of a varied array of automated productivity and monitoring tools / processes across the Mainframe, Midrange and PC classed environments.

Mark is proficient in emphatically managing problems and issue's whether it is an internal or an external customer based on 'Service Level Agreements' or defined policies and procedures.

Mark 's previous positions include : CenITex – UNIX SME, ETS Hosting, Oracle - Senior Field Support Engineer | Sun MircoSystems – Proactive Support Engineer , providing on site and remote Proactive Services, working with Telstra, FoxTel, Sensis, Bigpond, IBM, RMIT, Monash University - Senior Systems Administrator / Programmer ( Team leader Large Systems Group ), Victorian Partnership for Advanced Computing working for VerSI, Accenture working on the Customer Care and Billing portion of Telstra's Transformation Project and at Sensis Pty Ltd as a Unix/Middleware Specialist for Enterprise Infrastructure Services on major projects: White Pages On Line, Sensis Search.

Mark has worked as the primary lead on many high focused projects, and in a supervisory capacity in the Mainframe and Midrange environments.

Mark has worked confidently on installing, upgrading, migrating midrange systems that are using Databases such as SYSDBASE, Progress, ORACLE, SQL, SAP, etc.

Mark is currently looking to broaden his career and is open to suitable positions and offerings based on his and the clients expectations, relevant to his industry knowledge, experience and value to the organization.

**Technical Experience Summary:**

**Operating Systems :**

**Unix's**

Solaris x86 : 2.6, 7, 8, 9, 10, 11.  
Solaris Sparc : 2.3, 2.4 2.5.1, 2.6, 7, 8, 9, 10.  
HP-UX : 9, 9.04, 10, 10.2, 11, 11i.  
AIX, IRIX, SCO, NetBSD, Various Linux Distributions, PrimeOS

**MainFrame**

MCP, MVS

**Other's**

Microsoft Windows Vista, XP, XP64, 2003, 2003x64, 2000, ME, NT, 98, 95, 3.11, 3.1, DOS.

### **Programming / Scripting Languages**

KORN, HTML, Bourne, Expect, Dtrace, CShell, Perl, WFL, PASCAL, COBOL, JCL.

### **COMMUNICATION / NEGOTIATION:**

Highly developed analytical and problem resolution skills.

Very adaptable to changes.

Excellent interpersonal and communication skills.

### **PERSONAL COMPUTERS:**

The set-up / operation / maintenance / upgrading of Personal Computer's, their associated peripheral devices, using DOS 3.3 to 6.21, Windows 3.1, NT3.51, 4.0, 95, 98, XP, 2003. Solaris x86 2.6, 7, 8, 9, 10, 11.

The use of all the Microsoft Office suite.

Writing macro's for Microsoft Excel v3.0 to v4.0.

### **MAINFRAME:**

Proven ability to 'Balance / Fine Tune' Computer Systems Resources to meet on-line / batch production requirements on Unisys B6900, A9, A15, A16 and A17 mainframe computer systems running under MCP releases v3.5 to 4.1.

Proven ability in the operation / maintenance of all associated mainframe / peripheral resources.

Proven record in the implementation/operation of mainframe and P.C. based operator enhancement tools.

Sound experience in using Wfl, COBOL and JCL languages.

All duties relevant to the operation of scheduling, running and monitoring of Batch Application Systems and On-line Database Systems.

### **ACHIEVEMENTS :**

Designed & implemented Windows XP installation and imaging technics based on UNIX based disk cloning methodologies.

Designed & built Windows XP based LiveCD's based on NU2 on a Multi Boot CD for forensic, installation, backup, recovery and training purposes.

Designed and released though Sun Microsystems Bigadmin ( System Administration Resources and Community ) KORN shell based performance monitoring utilities.

Designed & implemented post HP-UX Ignite server, UNIX shell based utilities that customised a Gold image for local use.

Designed & implemented post IRIX Roboinstall server, UNIX shell based utilities that automatically customised the standard IRIX O/S install image to local and D.M.U.P standards for E.D.S.

Designed & implemented UNIX shell based utilities for performance & capacity planning, and batch control extensions to cron, on E.F.I.C.'s DGUX systems.

Designed & implemented, UNIX Bourne Shell based utilities for GMHA so that audit control & copyright information is merged with all prints originating within GMHA's Design Studio.

Computer operations specialist, for Hitachi Data Systems, in the outsourcing of the Gas & Fuel Corporation of Victoria's Information Technology mainframe computer operations.

Designed and implemented two Microsoft Excel based operator enhancement tools which helped with the Computer Operations Group apply for ISO9002 status.

Designed and implemented a site based training program to meet all junior operational staff requirements.

Member of the team that organised the implementation and maintenance of operator enhancement tools: BLSCHED, BLPACK, BLLIB, Wfl Manager.

Technical evaluation and implementation of U.P.S. system for the Research centre's computer resources.

### **Education:**

1981:

**YEAR 12 TERTIARY ORIENTATION PROGRAM  
(NOW MONASH UNIVERSITY, CAULFIELD CAMPUS)  
Successfully passing the following subjects:  
Computer Programming, Electronic Data Processing,  
Data Processing Concepts, General Math's and English**

### **RECENT TRAINING PROGRAMS:**

**SYSTEM ADMINISTRATION FOR THE SOLARIS 10 OPERATING SYSTEM ( PART I & II )  
NETWORK ADMINISTRATION FOR THE SOLARIS 10 OPERATING SYSTEM  
AUTOMATIC SERVICE REQUEST ( ASR ) 2.0 OVERVIEW TRAINING  
AUTOMATIC SERVICE REQUEST ( ASR ) SYSTEMS INSTALLATION TRAINING  
OPS CENTER 2.5 TECHNICAL ESSENTIALS  
SUN OPS CENTER ADMINISTRATION UPGRADE**

### **RECENT CERTIFICATIONS:**

**SUN CERTIFIED SYSTEM ADMINISTRATOR FOR SOLARIS 10 OS ( SCSA )  
CERTIFICATE IV IN MULTIMEDIA( CUF40801 )  
CERTIFICATE IV IN TRAINING AND ASSESSMENT( TAA40104 )**

### **INTERESTS:**

Audio visual & still photography.

Linear & non-linear based audio visual editing.

Competition / social tennis.  
Personal computing.

**REFEREES:**

Dean Lawrence  
Advanced Customer Services Support Director  
Oracle Corporation.  
+61 438 008 577  
+61 3 8616 3931

Damian Reed  
Service Delivery Management Consultant  
Oracle Corporation.  
+61 417 399 289  
+61 3 8616 3957

**Scripting Examples:**

**Released via Sun Microsystems BigAdmin Portal:**

```
==> dio.ksh <==  
#!/usr/bin/ksh  
#set -xv  
# http://192.9.172.90/bigadmin/scripts/submittedScripts/dio.ksh.txt  
# http://sosc-dr.sun.com/bigadmin/scripts/submittedScripts/dio.ksh.txt  
#@(#) dio version 2.1  
#@(#)  
#@(#)  
#@(#) COPYRIGHT  
#@(#) Copyright (C) 2004 Mark A. Lane.  
#@(#) All rights reserved.  
#@(#)
```

```
==> speed.ksh <==  
#!/bin/ksh -p  
#set -xv  
# http://192.9.172.90/bigadmin/scripts/submittedScripts/speed.ksh.txt  
# http://sosc-dr.sun.com/bigadmin/scripts/submittedScripts/speed.ksh.txt  
#@(#) Speed version 1.2  
#@(#)  
#@(#)  
#@(#) COPYRIGHT  
#@(#) Copyright (C) 2004 Mark A. Lane.  
#@(#) All rights reserved.  
#@(#)
```

```
==> up.ksh <==  
#!/usr/bin/ksh  
#set -xv  
# http://192.9.172.90/bigadmin/scripts/submittedScripts/up.txt  
# http://sosc-dr.sun.com/bigadmin/scripts/submittedScripts/up.txt  
#@(#) up version 2.0  
#@(#)  
#@(#)  
#@(#) COPYRIGHT  
#@(#) Copyright (C) 2004 Mark A. Lane.  
#@(#) All rights reserved.  
#@(#)
```

**On dropbox.com:**

<http://tinyurl.com/c9voa2n>  
<http://preview.tinyurl.com/c9voa2n>

### **Employment History:**

**Cenitex**

**February 2012 – July 2012**

**Position: Unix SME, ETS Hosting**

**Hardware:** Sun Sparc M5000,T3.

**Software:** Solaris, Sun Ops Center, Oracle Enterprise Manager Ops Center, Puppet, OVM.

**Branch Summary:**

The ETS Program aims to deliver one consolidated and standardised Information Communications Technology (ICT) service across the whole of Victorian Government.

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### **Position Summary:**

This role is a key technical member of the ETS Hosting project team. The position is required to provide Oracle Solaris Server product specialist, authoritative, expert, technical advice and knowledge, to ensure the successful implementation of Target State Managed Unix Solaris Platforms.

It includes, but is not limited to the following;

- . Engineering tasks to prove designs
- . Development of puppet modules
- . Build pre-production environments for Solaris SOE and Oracle Ops Centre testing
- . Creation of technical build guides
- . Creation of Operational manuals for support teams
- . Creation of process guides for support teams
- . Participate in workshops to define technical solutions
- . Operational strategic planning and decision making processes by providing technical assistance and knowledge as a subject matter expert in Oracle Solaris and Oracle Ops Centre products and concepts.

This position will require strong Solaris operational interaction within the Infrastructure Services Group and across the broader CenITex Service Operations streams.

CenITex has adopted the IT Infrastructure Library (ITIL) framework as the service support process used in running the infrastructure.

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### **Key Accountabilities**

- . Build pre-production environments
- . Testing of Solaris SOE and Oracle Ops Centre
- . Creation of technical build guides
- . Creation of Operational manuals for support teams
- . Creation of process guides for support teams
- . Transition solution to Operational support teams
- . Provides leadership in the area of Occupational Health & Safety (OH&S) by promoting and implementing work safe principles across all areas of responsibility and takes reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace
- . Exercises delegated authority where applicable in relation to CenITex Financial Delegations policy and the CenITex procurement policy.
- . Exercises authority in relation to People and Culture delegations as required under the Public Administration Act 2004 and detailed in the People and Culture delegations schedule (where applicable).
- . Acts as a role model and embodies the organisation's values in all day to day activity.

**Sun Microsystems – Oracle Corporation.**

**December '08 – October '11**

**Position: Senior Field Support Engineer – Proactive Support Engineer.**

**Hardware:** Sun Sparc E6800/6900/15K/25K,T Series, V Series, M Series, SAN's x86 – x4x00, etc.

**Software:** SASM/SFT/ASR/IPM, Sun Cluster, SunMC, Sun Ops Center - OEM, Solaris 8,9,10,11,Open Solaris, Nagios.

**Responsibilities:**

- . Ensures the continuous improvement in Reliability, Availability and Serviceability of Systems and Storage for Advanced Services Customers.
- . Assists with problem isolation and resolution using available diagnostic tools and escalation processes.
- . Working to deliver against defined goals and objectives in the support of the customer's business requirement.

- . Works with customers and Service Account Managers to define, scope and implement Statement of Work activities utilizing Sun's Best Practices in the following areas :
  - . Patch Management
  - . Inventory and Asset Management
  - . Management Systems
  - . Standard Operating Environments
  - . Problem Management
  - . Availability, Capacity and Performance Management
  - . Customer Mentoring and Education
- . Attend regular Advanced Services Review meetings with customers and Service Account Managers.
- . Provide reports on Sun monitored system events and incidents.
- . Work with Sun engineers regarding support calls utilizing specialist information to help resolve customer issues on systems, storage and software.
- . Provide ad-hoc technical mentoring and day-to-day advice customers or Sun staff involved in the account.
- . Endeavors to ensure Sun Services meet Customer Satisfaction goals.
- . Perform other duties as determined by their manager.
- . Customized scripts.
- . Oracle Risk Analysis System

**Monash University**

**March '08 – December '08**

**Hardware:**Sun Sparc, x86.

**Software:**Solaris 8, 9 , 10.

**Position:**Senior Systems Administrator / Programmer ( Team leader Large Systems Group ).

**Responsibilities:**

- . Plan, develop and implement IT technology projects across the University.
- . Propose and create system design models, specifications, diagrams, and charts to provide direction to system programmer and development teams.
- . Actively review the security of designated systems, recommend and make changes. Enhance security of systems to prevent unauthorised access to the computer systems, or to the data held on them.
- . Pro actively apply patches to the operating system, to ensure the system is as secure as possible to protect critical University data from unauthorised access.
- . Design and perform system backup procedures, redundant systems and other recovery processes in accordance with ITS disaster recovery and business continuity strategies.
- . Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- . Provide guidance and assistance to Production Facilities operators during system emergencies, and develop systems and procedures to prevent recurrence of these emergencies.
- . Benchmark user-written and vendor-supplied software through measurement of the performance and use of system resources by the software. Prepare and deliver system performance statistics and reports.
- . Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- . Integrate servers, including database, e-mail, print and backup servers and their associated software into enterprise systems. Ensure system connectivity of all servers, shared software, middleware, and other applications.
- . Monitor, tune and maintain system functions to ensure reliable operation of the systems.
- . Monitor, optimize and allocate physical data storage for database systems.
- . Respond to and resolve database access and performance issues.
- . Investigate any system failure, to determine whether the failure is in hardware or software, to determine if the problem can be fixed by Shared Systems section staff or whether the equipment supplier will be need to be contacted. If possible, the incumbent will fix the fault.
- . Provide assistance to University staff in identifying and correcting problems in software written by them.
- . Research and prepare reports on improvements to service delivery, policy and procedural issues.
- . Conduct research on software, database products and systems products to justify recommendations and to support purchasing and development efforts.
- . Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.

- . Provide orientation and training to end users for all modified and new systems.
- . Provide general advice and make recommendations in relation to University databases and systems.
- . Attend meetings of members of the Shared Systems section to exchange information and discuss matters of concern. Attend meetings with user groups to discuss particular issues or projects
- . Manage and/or provide guidance to junior members of the team.

**Victorian Partnership for Advanced Computing**

**Feb '08 – March '08**

**Seconded to VeRSI**

**Hardware:** Sun Sparc, DELL

**Software:** Solaris 10, Fedora

**Responsibilities:**

- . System administration of the VeRSI Unix/Intel systems.

**Accenture**

**July '07 - October '07**

**Telstra CC&B Transformation Project.**

**Hardware:** Sun Sparc, SunFire E25K.

**Software:** Solaris 9, Veritas Cluster.

**Responsibilities:**

- . Auditing SOE and Hardware configurations.
- . Post SOE configuration/build for the Application and Database environments.
- . Solaris packaging.
- . Shell scripting.
- . Liaising with Vendor's and Outsourcer's on the CC&B project.
- . Performing system administration functions as required.

**Sensis Pty Ltd**

**Sept '06 – May '07**

**Purpose:** Unix/Middleware Specialist.

**Hardware:** Sun Sparc/x86, IBM Blade.

**Software:** Solaris 2.7,2.8,2.9,10. Sun Cluster 3.1, SunOne Directory Server, SunOne Application Server, Apache, Tomcat, SLAMD, RedHat ES/AS, FAST ESP.

**Responsibilities:**

- . To ensure timely resolution of Unix/Middleware issues escalated from Service Support Group.
- . Where necessary initiate and manage involvement of 3<sup>rd</sup> party vendors to assist in resolution of Unix/Middleware issues.
- . Pro-actively monitor and administer Unix systems, middleware, and applications to ensure continued availability.
- . Installation of Unix systems, and middleware.
- . Updates of Unix systems, middleware, and applications provided.
- . Perform preventative maintenance of Unix systems, middleware, and applications to ensure continued availability.
- . Provide Unix and middleware consultancy services on a per-project basis as required.
- . Ensure appropriate levels of redundancy (e.g. tape backup) are enforced for systems, middleware and applications.
- . Research and present suggestions / recommendations for future deployment of systems, middleware, and applications.
- . Provide a brief weekly summary of activities and project status to Unix Systems Administration Manager.
- . Shell Scripting.

**Kal Multimedia Training**

**Sept '03 – July '06**

**Hardware:** Sun Sparc, Ultra. Intel.

**Software:** Solaris 9, 10 Windows 98, XP, 2000, 2003, Active Directory. Samba, Apache, Squid, BIND, Sendmail, Ipfilter.

**Purpose:** Systems support.

**Responsibilities:**

- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . New user orientation.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Capacity planning.
- . Change control and problem tracking process's.

- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for TMP Worldwide**

**Apr '01 - April '03**

**Sub-Contracted to IBM GSA**

**Hardware:** Sun Sparc 20, Ultra5, E2, E250, E450, E3000, E3500, E4500, E5000, E6500, E10000, SS1000E, SS2000E, V880, V480, V280. HP9000 T600, K100, D100. EMC, StorEdge.

**Software:** Solaris v2.5.1, 2.6, 7, 8, 9 Jumpstart, Solstice Disk Suite, Solstice Backup, Veritas Volume Manager, HP-UX v10.20, 11.0, 11.11 Ignite, Omniback, Tivoli.

**Purpose:** Migration Planner and Builder, PBL Deployment Project.

**Team Purpose:** To support the delivery of process and tools and execute the PBL / Software Currency Program for Telstra.

**Responsibilities:**

- . Become conversant with the PBL migration strategy.
- . Become subject matter experts for the planning processes of individual hosts with the migration strategy.
- . Assist with planning the PBL migration of selected Unix hosts.
- . Support and execute the migration of selected hosts to PBL.
- . Build new hosts to PBL.
- . Customize tools involved with the planning of the PBL Migration.
- . Update problem and change management records.
- . Provide quality assurance of migration artifacts.
- . Ensure that system available exceeds contractual requirements for assigned systems.
- . Ensure that problem closure targets are exceeded
- . Ensure that customer satisfaction levels are exceeded.
- . Shell scripting.

**Consulting services for Crystal IT & T Recruitment**

**Feb '01 -Apr '01**

**Sub-Contracted to Health Technology.**

**Hardware:** Sun Microsystems E250. HP N-Class. Intel.

**Software:** Solaris v8, HP-UX v11.x, Unixware 2.x,7.x.

**Purpose:** To provide Unix System Administration services for Health Technology

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for Solaris, HP-UX and Unixware workstations and servers.
- . Escalate and provide liaison for third party technical problem resolution.
- . Provide data management support.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . Performance analysis.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for Candle IT & T Recruitment**

**July '00 - October '00**

**Sub-Contracted to E.D.S. Australia**

**Hardware:** Sun Microsystems Sparc 10, 20, Ultra 60. HP C90, C110, C120, C160, C200, C240, C300, C360, C3000, J5600 Silicon Graphics Indigo 1 & 2, Octane. IBM.

**Software:** Solaris v2.5.1, 2.6, jumpstart. HP-UX v11.x, 10.20, Ignite, IRIX v6.x, AIX v3.x -4.x.

Legato Networker Backup. Change Control Management and Problem Tracking tools.

GM CGS. GM Surfseg. EDS Unigraphics. Alias. GM PDGS. SMUG. LS Dyna 3D. MSC Nastran. TNC Madymo.

GM Crashworthiness Toolkit. Assent. SDRG Ideas.

**Purpose:** To provide Unix System Administration services for the Engineering CAD/CAM/CAE function at Holden.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS, Solaris, HP-UX, AIX and IRIX Graphics workstations and servers.
- . Escalate and provide liaison for third party technical problem resolution.
- . Provide data management support.
- . Software installation, license management, maintenance and support.

- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . New user orientation.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Capacity planning.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for Ambit Technology**

**November '99 - February '00**

**Sub-Contracted to GECITS - Alinta Gas, Perth.**

**Purpose:** To provide Unix System Administration services for Alinta Gas.

**Responsibilities:**

- . Provide second level support for technical problem resolution.
- . Escalate and provide liaison for third party technical problem resolution.
- . Provide data management support.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Shell scripting.

**Consulting services for Candle IT & T Recruitment**

**March '99 - September '99**

**Sub-Contracted to E.D.S. Australia**

**Hardware:** Sun Microsystems Sparc 10, 20, Ultra 60. HP C90, C110, C120, C160, C200, C240, C300, C360, C3000, D480. Silicon Graphics Indigo 1 & 2, Octane. IBM.

**Software:** Solaris v2.4, 2.5.1, 2.6, jumpstart. HP-UX v9.x, 10.20, 11.00 Ignite, IRIX v6.x, AIX v3.x -4.x. Legato Networker Backup. Change Control Management and Problem Tracking tools. GM CGS. GM Surfseg. EDS Unigraphics. Alias.GM PDGS. SMUG. LS Dyna 3D. MSC Nastran. TNC Madymo. GM Crashworthiness Toolkit. Assent. SDRC Ideas.

**Purpose:** To provide Unix System Administration services for the Engineering CAD/CAM/CAE function at Holden.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS, Solaris, HP-UX, AIX and IRIX Graphics workstations and servers.
- . Escalate and provide liaison for third party technical problem resolution.
- . Provide data management support.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . New user orientation.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Capacity planning.
- . Change control and problem tracking process's.

- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for ICON Recruitment Pty. Ltd.**

**November '98 - February '99**

**Sub-Contracted to IBM GSA**

**Hardware:** Sun Microsystems - Sparc 10/20, Sparcserver 1000, Sparccenter 2000, Ultra 30.HP - T500, T520.

**Software:** Solaris 2.3, 2.4, 2.51, 2.6, 2.7. HP-UX 9.04, 10.01, 10.20. Solstice Backup, Solstice DiskSuite, Veritas, OmniBack.

**Purpose:** Midrange platform Year 2000 specialist for IBM GSA.

**Responsibilities:**

- . Provide technical leadership to multiple Y2K project teams.
- . Provide technical support and/or technical escalation for the Systems Builders, Deployment System Administrators and Database Administrators.
- . Identify and propagate technical improvements to the build strategy.
- . Identify and design processes to assist the Y2K migration effort.
- . Identify and design tools to assist the Y2K migration effort.
- . Ensure that there are no technical impediments to the achievement of the Year 2000 Project Co-ordinator's goals.
- . Solve all technical issues related to the migration of infrastructure for each host that supports the Application.

**Consulting services for S.M.S. Consulting**

**July '98 - October '98**

**Sub-Contracted to Vencorp**

**Hardware:** Sun Microsystems E450, E250, Ultra 10, sparc 20.

**Software:** Solaris 2.6 server & workstation, Solstice DiskSuite 4.1, Firewall 1, Sybase v11.3 & v11.5.

**Purpose:** To provide Unix System Administration services for the Gas Market System.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for the Gas Market Systems.
- . Escalate and provide liaison for third party technical problem resolution.
- . Software evaluation, installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Capacity planning.
- . Disaster recovery, hot site setup and testing.
- . Change control and problem tracking process's.
- . Co-ordinate with Data Base Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Preparation of documentation.
- . Shell scripting.

**Sub-Contracted to E.D.S. Australia**

**March '98 - May '98**

**Hardware:** Sun Microsystems Sparc 10, 20, Ultra 2. HP C90, C110, C120, C160, C200, D480. Silicon Graphics Indigo 1 & 2, O2, IBM.

**Software:** Solaris v2.4, 2.5.1, 2.6, jumpstart. HP-UX v9.x, 10.20, Ignite, IRIX v6.x., AIX v3.x -4.x.

Legato Networker Backup. Change Control Management and Problem Tracking tools.

GM CGS. GM Surfseg. EDS Unigraphics. Alias.GM PDGS. SMUG. LS Dyna 3D. MSC Nastran. TNC Madymo.

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**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS, Solaris, HP-UX, AIX and IRIX Graphics workstations and servers.
- . Escalate and provide liaison for third party technical problem resolution.
- . Provide data management support.
- . Software installation, license management, maintenance and support.

- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . New user orientation.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting.
- . Capacity planning.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for Mastech Asia Pacific Pty. Ltd.**

**Sub-contracted to Export Finance and Insurance Corporation**

**November '97 - March '98**

**Hardware:** Data General - Avion, Clarion. Prime 5310.

**Software:** DG-UX v4.x, Primos, Pick Universe.

**Purpose:** To perform Unix System Administration services for the Export Finance and Insurance Corporation.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for EFIC's DGUX 4.x systems.
- . Escalate and provide liaison for third party technical problem resolution.
- . Software evaluation, installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting..
- . Capacity planning.
- . Disaster recovery ( hot site ) testing.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Preparation of documentation.
- . Shell scripting.

**Consulting Services for Icon Recruitment Pty. Ltd.**

**October '97**

**Sub-contracted to Telstra Corporation**

**Hardware:** Sun Microsystems Sparc 20, Ultra E450.

**Software:** Solaris v2.5.1., HP-Openview, Oracle 7.2.Dial Connect.

**Purpose:** To perform Unix System Administration duties for Telstra's Dial Connect System.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS platforms.
- . Escalate and provide liaison for third party technical problem resolution.
- . Software installation, license management, maintenance and support.
- . Network support.
- . Performance analysis.
- . Utilisation analysis and reporting..
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Shell scripting.

**Consulting Services for Paxus People Pty. Ltd.**

**September '97**

**Sub-contracted to Computer Needs and Associates**

**Hardware:** Sun Microsystems Sparc 10, 20, Ultra E450.

**Software:** Solaris v2.5.1, Sybase v11.3.

**Purpose:** To provide Unix System Administration duties for Melbourne Water's A.M.S. & F.A.C.S. systems.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS platforms.
- . Escalate and provide liaison for third party technical problem resolution.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . Network support.
- . Performance analysis.
- . Utilisation analysis and reporting..
- . Capacity planning.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Shell scripting.

**Consulting services for Classified Consulting Pty. Ltd.**

**June '97 - August '97**

**Sub-Contracted to The Fulcrum Consulting Group Pty. Ltd.**

**Sub-Contracted to National Mutual.**

**Hardware:** Sun Microsystems Sparc Ultra 2. HP D480.

**Software:** Solaris v2.5.1, HP-UX v9.x, 10.20, CA-Unicenter, Oracle 7.2.3, Peoplesoft.

**Purpose:** To provide Unix System Administration duties for National Mutual Health Insurance General Ledger System.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for NMHI's HP-UX 10.x system.
- . Escalate and provide liaison for third party technical problem resolution.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . Network support.
- . Performance analysis.
- . Utilisation analysis and reporting..
- . Capacity planning.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Preparation of documentation for NMHI's General Ledger System.
- . Shell scripting.

**Consulting services for Paxus People Pty. Ltd.**

**October '96 - May '97**

**Sub-contracted to E.D.S. Australia**

**Hardware:** Sun Microsystems Sparc 10, 20, Ultra 2. HP C90, C110, C120, C160, C200, D480. Silicon Graphics Indigo 1 & 2, O2. IBM.

**Software:** Solaris v2.4, 2.5.1, 2.6, jumpstart. HP-UX v9.x, 10.20, Ignite, Openview. IRIX v6.x., AIX v3.x -4.x.

Legato Networker Backup. Change Control Management and Problem Tracking tools. Oracle 7.2.

GM CGS. GM Surfseg. EDS Unigraphics. Alias.GM PDGS. SMUG. LS Dyna 3D. MSC Nastran. TNC Madymo.

GM Crashworthiness Toolkit. Assent. SDRC Ideas.

**Purpose:** To provide Unix System Administration services for the Engineering CAD/CAM/CAE function at Holden.

**Responsibilities:**

- . Provide first / second level support for technical problem resolution for SunOS, Solaris, HP-UX, AIX and IRIX Graphics workstations and servers.
- . Escalate and provide liaison for third party technical problem resolution.

- . Provide data management support.
- . Software installation, license management, maintenance and support.
- . Plan and execute software upgrades.
- . Hardware installation, asset management, maintenance and support.
- . Plan and execute hardware upgrades.
- . User Logon registration and maintenance.
- . New user orientation.
- . Network configuration and support.
- . Performance analysis.
- . Utilisation analysis and reporting..
- . Capacity planning.
- . Change control and problem tracking process's.
- . Co-ordinate with other LAN Administration and Network Management groups.
- . Maintain Business continuity Planning standards and audit requirements.
- . Undertake technology evaluations and assist in preparing technical specifications.
- . Shell scripting.

**Consulting services for Centerlink Systems  
Sub-contracted to Hansen Corporation**

**August'95 - June '96**

**Hardware:** Unisys A15.

**Software:** MCP v3.9, BLLIB, BLPACK.

**Purpose:** To provide Unisys mainframe operations services during the outsourcing of the Gas & Fuel Corporation of Victoria.

**Responsibilities:**

- . Control / monitor / balance all available resources of the Gas & Fuel Corporation of Victoria, Unisys A15 system running under MCP v3.9 to meet all requirements, in online / batch environments.
- . Supervise / training of, Hansen Corporation mainframe computer operations staff, in the operation of the Gas & Fuel's Unisys A15 system, in online / batch environments.
- . Assist in the preparation of documentation for the running of the Gas & Fuel's Unisys A15 system for Hansen Corporation's mainframe computer operation staff.
- . Liaise with Hitachi Data Systems ,the Gas & Fuel's I.T. support staff, general user populous, as required.
- . General print, tape & console operation of the Gas & Fuel's M.V.S. / JES2 system, using CA-7, CA-Dispatch.
- . Network support.
- . WFL and JCL writing.
- . Any other duties as required.

**Ford Motor Company of Australia.  
Systems Liaison Technician**

**October '94 - July '95**

**Hardware:** Sun Microsystems Sparc IPC, IPX, 10, 20. HP C110. Silicon Graphics Indigo 1. Lundy Ultragraphics. Prime 2455,4050, 4150 & 5310.

**Software:** Solaris v2.3, 2.4. HP-UX v9.x, IRIX v6.x. Primos, Alias, PDGS. Windows 3.1, Novel 3.12.

**Purpose:** To provide Local Area Network and Unix System Administration services for the Engineering CAD/CAM/CAE function at Ford.

**Responsibilities:**

- . Control / monitor / balance all available resources of the PRIMOS, UNIX and DOS based systems within the research centre to meet production requirements.
- . Provide first / second level support for technical problem resolution on all SunOS, Solaris, HP-UX platforms, Lundy Ultragraphics workstations, and Novell LAN based PCs located within the Research Centre.
- . Liaise with the user populous, help desk, CAD/CAM systems department, field engineers and technicians.
- . Ensure that the integrity of all data, the backup / input - output / on and off site retention / recovery of such data meets all set C.S.M. standards.
- . Operate / monitor / clean all peripheral devices, across all platforms, as required.
- . Departmental stock control and ordering of consumable items when required.
- . Training of the user populous on UNIX / PRIMOS / DOS / Windows software.
- . Software evaluation and testing on UNIX / PRIMOS / DOS / Windows platforms.
- . Network configuration and support.
- . Shell scripting.

**Senior Computer Operator**

**May 89 - October '94**

**Hardware:** Unisys A16, A17. Sun Microsystems Sparc 10.

**Software:** MCP v4.1, BLLIB, BLPACK. Solaris v2.3.

**Responsibilities:**

- . Control / monitor / balance all available system resources of the production ( A17 ) and development (A16) mainframe computer systems to meet all on-line / batch requirements.
- . Control / monitor / balance the active / non-active schedule to meet all production / development requirements.
- . Supervise / train junior personnel in all aspects of computer operator duties.
- . Liaise with the computer user populous and Unisys field engineers as required.
- . Assume the duties of shift supervisor as required.
- . Operate / monitor / clean all peripheral devices as required.
- . Suggest ways to increase the productivity of all computer centre components, hardware / software / personnel / scheduling - active and non-active mix, to meet all present and future requirements.
- . Ensure that the integrity of all data, the backup / on and off site retention / recovery of such data meets all set C.S.M. standards.
- . Ensure that the integrity of all data input and output meets C.S.M. standards.
- . Ensure that the tape library system ( BLIB ) duties are performed to set C.S.M. standards.
- . Network support.
- . WFL and JCL writing.
- . Any other duties as required.

**Computer Operator**

**August '87 - May '89**

**Responsibilities:**

- . Computer operator duties.

**Vicomp, East Melbourne.**

**Computer Operator**

**July '86 - August '87**

**Responsibilities:**

- . Control / monitor /balance all available system resources of the production systems ( A15, A9, B6900 ) to meet all on-line / batch requirements.
- . Control / monitor / balance the active / non-active schedule to meet all requirements.
- . Liaise with the computer user populous and Unisys field engineers as required.
- . Operate / monitor / clean all peripheral devices as required.
- . Ensure that the integrity of all data, the backup / on and off site retention / recovery of such data meets all set standards.
- . Ensure that the integrity of all data input and output meets all standards.
- . Ensure that the manual and automatic tape library system duties are performed to set standards.
- . Any other duties as required.