

Mitchell Boyle

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EXPERIENCE

Milestone IT — IT Consultant for Western Health

JANUARY 2021 - PRESENT

In this role I work in a tight-knit team where I strive to deliver fast and reliable second level support while simultaneously building close professional relationships with internal stakeholders.

Key Responsibilities:

- Providing high-level in-person customer service.
- Ensuring that essential machines are online and running the correct services.
- Assisting with the formal induction of new employees, including ensuring they have access to our internal system.
- Being able to move between campuses at a moment's notice.
- Ensuring that all jobs logged to myself are actioned before the SLA deadline.

Western Health — Service Desk Agent

OCTOBER 2019 - DECEMBER 2020

In this role I worked in and supported a fast-paced IT service desk team within the public health sector where I was the first level of engagement for all Western Health campus staff members.

Key Responsibilities:

- Answering calls, emails and other forms of communication from staff and stakeholders with IT related issues, while also providing a high-level of customer service.
- Modifying end-user access for users to provide appropriate and secure access to applications, systems or data.
- On-boarding new staff into the relevant systems as well as off-boarding outgoing staff as they leave.
- Self-managing all staff and stakeholder calls that come through to myself, this includes ensuring that all jobs are logged and assigned to the correct team.
- Maintaining established time frames by sending out escalation emails for logged jobs which haven't been attended to within the designated time period.

Western Health — ICT Traineeship

OCTOBER 2018 - OCTOBER 2019

In this role I worked in and provided administrative support and assisted second level support staff in the operational IT team within the public health sector.

Key Responsibilities:

SKILLS

Teamwork

Critical Thinking

Adaptability

Problem-solving

UI \ UX Design

Software Troubleshooting

- Self-managed incoming staff purchasing forms which required review and assessment of item requirements and specifications.
- Maintained the quality and content of the internal purchasing procedure guides.
- Assisted the whole of the operational IT team as well as staff and stakeholders as required.
- Provided training to two newly recruited trainees, this included educating them in all relevant applications, programs and procedures.

EDUCATION

Chisholm Institute — IT & CS Cert III in information digital media & technology

Skill Training Victoria — White Card

Redhill Education, Coder Academy — Higher Education Diploma of I.T (Currently studying)

PROJECTS

ICU WorkStation Technology Refresh — IT Hardware Installation

In this project I was responsible for managing three external contractors who were engaged to install all new IT hardware into the intensive care unit (ICU) across the Sunshine and Footscray hospitals. In order to self-manage myself during this project I maintained an asset register that provided information regarding each ICU workstation's location and name, this helped me to track the project's progress and implementation until it's completion.

Joan Kirner, Women and Childrens Hospital — IT Hardware Installation

In this project I was responsible for managing and installing over 400 VOIP handsets and many more thin and fat clients into the newly constructed hospital building (Joan Kirner). Additionally I co-managed two external contractors who assisted the hardware rollout with me.