

Jason Spooner

Professional Summary

Versatile IT professional with over 25 years of experience in IT management, software implementation, and technical support. Proven track record in managing teams, overseeing security operations, and leading IT projects. Skilled in network security, user training, and system audits. Experienced in developing and implementing standard operating procedures (SOPs) and policies. From enterprise hardware rollout to application design

Work Experience

IT Manager | ZS2 Technologies

July 2021 – June 2024

- Led and managed IT team, demonstrating strong leadership and supervisory skills
- Implemented CRM solutions and integrated third-party applications, showcasing change management abilities
- Managed hardware infrastructure and network security, ensuring data integrity and system efficiency
- Conducted user training and compiled procedural documentation, demonstrating coaching and development skills
- Maintained high-level technical knowledge to assist with developing workflows, exhibiting analytical thinking

Senior Analyst | Saskatchewan Health Authority

2001 – April 2022

- Supported the security department by monitoring network for suspicious traffic and maintaining security protocols
- Managed routine maintenance jobs, server backups, and hardware infrastructure, demonstrating resource management skills
- Traveled to client sites for installs, deployment, and troubleshooting, showcasing adaptability and problem-solving abilities
- Managed daily data backup and retrieval for various SharePoint environments, ensuring data integrity

- Supported two on-premise SharePoint Farms and one PowerBI Report Server, demonstrating technical versatility

Senior Helpdesk Team Leader | Access Communications

1997 – 2001

- Provided technical support for internal and external clients, exhibiting strong communication skills
- Trained front line staff and developed support content, demonstrating coaching and development abilities
- Offered field support for residential and commercial customers, showcasing relationship building skills
- Assisted with new technology rollouts for customers, exhibiting change management capabilities

Founder/CEO | Minerva Computer Consulting

1999 – Present

- Deliver IT consulting services, including web design, IT security, and support services
- Manage projects and client relationships, demonstrating team building and teamwork skills

Education

- Network Systems Diploma (Honors) | CDI College, Regina, Sask | 1997
- CompTIA A+ Certification | CDI College, Regina, Sask | 1996

Skills

- Team Leadership and Supervision
- Network Security and System Audits
- IT Project Management
- User Training and Support
- Standard Operating Procedures (SOPs) Development
- Data Backup and Recovery
- Analytical Thinking and Problem Solving