

Jason Spooner

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Professional Summary

Senior IT leader with 25+ years of experience in infrastructure management, team leadership, and technical operations. Proven track record in managing enterprise IT environments, leading technical teams, and delivering exceptional client service. Extensive expertise in Windows server environments, network security, and IT project management.

Professional Experience

IT Manager | ZS2 Technologies (April 2022 – June 2024)

- Led and managed IT operations team while maintaining 24/7 system availability
- Implemented enterprise-wide CRM solution and integrated third-party applications
- Managed critical infrastructure including servers, networks, and security systems
- Developed and maintained IT policies, procedures, and documentation
- Provided strategic technical guidance for business process improvement

Senior Analyst | Saskatchewan Health Authority (2001 – April 2022)

- Managed enterprise-level server infrastructure and security protocols
- Administered Windows server environments, SharePoint farms, and PowerBI systems
- Led technical deployments and implementations for COVID-19 patient monitoring
- Maintained high-availability systems and disaster recovery procedures
- Provided escalation support for complex technical issues

Senior Helpdesk Team Leader | Access Communications (1997 – 2001)

- Led technical support team serving enterprise clients
- Managed client relationships and service delivery
- Developed training programs and technical documentation
- Coordinated technology deployments and upgrades
- Provide strategic IT consulting services to enterprise clients
- Design and implement security solutions and infrastructure upgrades
- Manage client relationships and project delivery

Technical Expertise

- Windows Server Administration (Active Directory, Exchange, Teams)
- Linux hosting, Automation, and Shell Scripting
- Virtualization (VMware, Hyper-V)
- Network Infrastructure and Security
- Business Continuity and Disaster Recovery
- Project Management and Team Leadership
- Client Relationship Management

Education and Certifications

- Network Systems Diploma (Honors) | CDI College
- CompTIA A+ Certification