

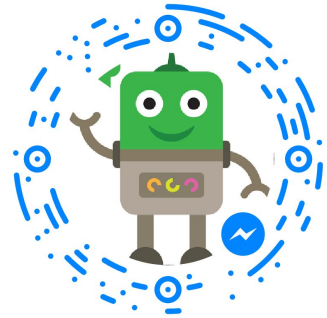
Todd Johnson

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Objectives

G'day,

My name is Todd Johnson. I am a creative and hardworking, 'out of the box' thinker who doesn't fit the typical mold of the "IT guy." I have a passion for innovating through smart coding and live for playing my guitar and getting out on the footy field. Nothing is better than a great challenge that requires a problem to be solved. And if I don't know the solution, I won't rest until I find it. So, hire me for your next project, because I can guarantee you won't be disappointed with the results.



To find out more about me please check out my online resume at www.toddjohnson.com.au or scan the facebook messenger code above, to have a chat to my personal chatbot BeBot (currently in beta).

Experience

Department of Justice & Attorney General | 187 Stanley Street, Townsville City, QLD, 4810
Technical Support Officer | *August 2016 – Currently Employed*

I am currently employed at the Department of Justice & Attorney General as a Level 2/3 Technical Support Officer. I work with a major client (Queensland Corrective Services) and assist with support for over 3500 assets across Queensland.

- Provide support for over 3500 assets
- Replacing 100s of workstations that are out of warranty
- Deploying applications to workstations using SCCM
- Create/Manage Accounts in Active Directory
- Creating scripts in Powershell to assist techs with support
- Assist in testing applications before deployment across the fleet
- Documenting user to understand guides for general users
- Documenting articles for a newly created tech knowledgebase
- Escalating service calls and directing the support for issues to be resolved by third party companies
- Provide onsite repair work when applicable

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Queensland Health | 100 Angus Smith Drive, DOUGLAS, QLD, 4814
Information Technology Officer | *Sept 2015 – June 2016*

I was brought onto the Windows 7 Project team at Queensland Health where we rolled out Windows 7 to workstations across a multitude of sites including, Townsville, Kirwan, Ayr, Palm Island, Charters Towers, Richmond, Hughenden and Ingham. We were successful in completing this multi-billion-dollar project by the deadline and also found time to travel to other sites to assist in their rollout. My duties were as follows:

- Workstation Replacements for workstations out of warranty
- Migrate workstations from Windows XP to Windows 7
- Create printer configuration profiles in Novell iPrint
- Assign Windows 7 drivers to printers in Novell iPrint
- Perform Windows 7 driver testing and following eHealth's internal procedures
- Assign applications to workstations using SCCM
- Configuring Novell generic accounts
- Configuring DHCP reservations and leases
- Creating small scripts to speed up productivity and improve efficiency
- Performed work in high intensity areas such as; operating theatres, ICU and NICU
- Ensuring Active Directory, DHCP and DNS was configured correctly with replacement workstations
- Completing all required paperwork and submitted into HP OpenView
- Resolved Windows 7 related service calls in HP OpenView
- Documenting work instruction how to's for other staff in the department
- Liaising with clients and technicians to schedule workstation replacements for technicians

Education Queensland | 1 Goodeedawa Road, DOOMADGEE, QLD, 4830
Administration Officer (Business Services Manager) | *Jan 2015 – May 2015*

Whilst living in Doomadgee a remote town near the Gulf of Carpentaria I worked at Doomadgee State School as an Administration Officer. During this time, I was acting Business Service Manager (BSM) for over approximately 1 1/2 months and performed the following:

- Co-ordinated contract workers throughout the school
- Organised and managed casual staff members
- Organised rosters, pays and leave for casual & permanent staff
- Processing bills and invoices
- Processing purchase orders
- Handling phone, email and walk in enquires
- Enrolling students within the school
- Processed Blue-Card applications for staff

Best Practice Australia | 33 Park Road, MILTON, QLD, 4064
eSurvey Developer & Database Administrator | *Oct 2013 – Dec 2014*

At Best Practice Australia I worked as an eSurvey Developer, during this time I performed the following duties and improved productivity by:

- Creating eSurveys with IBM's SPSS Author
- Used advanced routing techniques in SPSS Author
- Utilised HTML, CSS, JavaScript and jQuery for eSurvey Templates
- Used cross-browser and speed enhancing techniques to ensure consistent performance
- Optimise tablet survey views by using the responsive web design approach
- Creating and utilising sprite sheets
- Using a DRY approach, I modularised eSurvey components and was able to gain a 30% increase in development speed
- Consolidating eSurvey data using BPAs Microsoft Access databases
- Optimising Microsoft Databases for consistency and performance
- Creating documentation for the IT department
- Creating a training program for new eSurvey developer staff
- Training new IT staff member
- Improve productivity by developing small systems that utilised open source technologies (HTML5, CSS 3, SASS, JavaScript, jQuery, PHP and MySQL)
- Maintaining organisations workstations, switches, patch panels & servers
- Perform risk assessments on new processes/procedures put in place in the organisation

Education

Gold Coast Institute of Tafe

DEC 2012 | Diploma of Software Development

Certificates

- Six Sigma Yellow Belt Certification
- Certificate of Appreciation (QLD Health)
- Construction White Card
- Work with Children Blue Card
- Responsible Service of Alcohol
- Windows 7 Essentials I
- Windows 7 Essentials II
- Advanced Skills in Microsoft Word 2010
- Intermediate Skills in Microsoft Outlook 2010
- Intermediate Skills in Microsoft Excel 2010
- Intermediate Skills in Microsoft PowerPoint 2010
- Setting Up Projects in Microsoft Project 2010
- Building a Project Schedule in Microsoft Project 2010
- Tracking and Managing Projects in Microsoft Project 2010
- Customising and Sharing in Microsoft Project 2010
- Office 365 Fundamentals

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References

David Staples – Senior Support Administrator (*Dept. of Justice & Attorney General*)
0448 612 814

Andrew Joncour – Windows 7 Project Manager (*Queensland Health*)
0422 969 530

Norvan Vogt – Information Technology Services Director (*Queensland Health*)
0448 612 814

Chris Erbacher – Principal (*Education Queensland*)
0413 014 510

Glenn Parle – Executive Director (*Best Practice Australia*)
0411 411 852