ARMIN MARTH

### ICT Support Specialist

**Email:** arminmarth@gmail.com

**Phone:** 0415 639 091

**Location:** Edmondson Park, Sydney NSW 2174, Australia

**LinkedIn:** linkedin.com/in/armin-marth

### PROFESSIONAL SUMMARY

Experienced ICT Support Specialist with extensive healthcare and aged care IT background and proven expertise in service desk operations. Demonstrated success in providing first and second-level technical support, troubleshooting complex issues, and managing service requests in fast-paced environments. Proficient in healthcare systems including practice management software, HL7 messaging, and clinical applications. Strong knowledge of Active Directory, Microsoft 365, Azure AD/Entra ID, and Citrix remote desktop solutions. Combines technical expertise with excellent communication skills to deliver exceptional service and minimise disruption to operations.

### EDUCATION

**TAFE NSW**

* Advanced Diploma of Information Technology (Cyber Security), 2024
* Diploma of Information Technology (Advanced Networking, Cloud Architecture), 2024
* Certificate IV in Information Technology, 2023
* Certificate IV in Cyber Security, 2023

**CERTIFICATIONS**

* CompTIA A+ Service Technician
* Microsoft Certified: Azure Fundamentals, 2023
* Microsoft 365 Certified: Fundamentals, 2023
* ISTQB Certified Tester - Foundation Level 4.0, 2023

### TECHNICAL SKILLS

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| **Service Desk & Support:**   * First and second-level technical support * Ticketing system management and tracking * Remote troubleshooting and problem resolution * User account management (creation, permissions, password resets) * Service request prioritisation and management * Knowledge base development | **Systems & Applications:**   * Active Directory and Azure AD/Entra ID administration * Microsoft 365 suite support * Remote desktop environment support * Healthcare software systems (practice management, clinical applications) * HL7 messaging and healthcare data exchange * Windows operating systems (7/10/11) |
| **Infrastructure & Security:**   * Network troubleshooting and connectivity issues * Hardware installation, configuration, and maintenance * System security and patch management * Backup and recovery procedures * Mobile device support and management * Thin client deployment and configuration * Printer and peripheral device support | |

### PROFESSIONAL EXPERIENCE

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| **Self-Employed IT Consultant, Sydney, NSW** | ***IT Support Specialist | 2023 – 2025*** |

* Provided comprehensive remote and on-site technical support for small businesses
* Managed user accounts in Active Directory and Azure AD environments, including password resets, permission assignments, and account creations/terminations
* Supported Microsoft 365 applications and services, resolving email, SharePoint, and Teams issues for clients
* Implemented and maintained ticketing systems for clients, improving response times through efficient issue tracking and prioritisation
* Configured and supported remote desktop environments, enabling secure remote work capabilities for clients
* Developed comprehensive technical documentation and knowledge base articles
* Conducted end-user training sessions on new systems and applications, improving user adoption and reducing support calls
* Collaborated with third-party vendors to resolve complex technical issues and coordinate service delivery

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| **Combined Strata, Sydney, NSW** | ***Admin Support | 2019 – 2022*** |

* Provided first-level technical support for staff, resolving hardware and software issues
* Maintained and troubleshot office equipment including computers, printers, and network
* Trained staff on productivity software and implemented efficiency-enhancing technical solutions
* Managed IT vendor relationships and coordinated technical service delivery
* Implemented backup solutions using local NAS and cloud infrastructure to ensure data protection

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| **ASHM (Non-profit health organisation), Sydney, NSW** | ***Project Support Officer | 2017 – 2018*** |

* Provided technical support for the Moodle-based e-Learning platform, ensuring secure access and data protection
* Implemented security measures for sensitive health professional data in compliance with industry regulations
* Supported secure data management practices and maintained data integrity across systems
* Assisted in developing security protocols for handling confidential committee communications
* Collaborated with IT teams to address security vulnerabilities in organisational systems

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| **PLOY, Sydney, NSW** | ***IT Support Contractor | 2015 – 2016*** |

* **Hospital IT Help Desk:** Worked as a contractor at a hospital IT help desk, logging calls and troubleshooting connectivity issues for doctors and nurses workstations
* Performed user provisioning, logged and escalated tickets according to priority, and conducted secure data wipes of laptops to be decommissioned
* **Aged Care Facilities Specialist:** Deployed to a dozen aged care facilities to identify and map out networking data points used by nurses stations and admin staff throughout the buildings
* Deployed Wyse thin client terminals to identified locations, configured network boot, tested functionality, and educated users on proper use
* Installed and configured new PCs and hardware for multiple client sites, ensuring proper setup and functionality
* Prepared and executed backup procedures and restored user data when required
* Troubleshot Electronic Health Record (EHR) issues and resolved mechanical hardware problems
* Led a team of technicians, allocating tasks based on location and technical expertise

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| **Medical Director Pty Ltd, Sydney, NSW** | ***QA Test Analyst | 2010 – 2015*** |

* Provided technical support for clinical management software used by hundreds of healthcare providers across Australia
* Diagnosed and resolved complex software issues through systematic testing and troubleshooting methodologies
* Collaborated with development teams to implement solutions for identified technical problems, improving system stability
* Developed and maintained testing documentation used by support staff to diagnose common issues
* Contributed to knowledge base articles that reduced common support calls by 35%
* Participated in Agile development processes, providing valuable input from support
* Gained extensive knowledge of healthcare data systems, clinical workflows, and medical terminology
* Worked with HL7 messaging systems to ensure proper integration with other healthcare applications

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| **CNS Health, Sydney, NSW** | ***Project Coordinator | 2008 – 2010*** |

* Established and managed e-messaging systems for healthcare providers, ensuring patient data protection
* Implemented and maintained security measures for 100+ medical practices
* Conducted security assessments and recommended improvements to protect sensitive medical information
* Managed secure client/server databases with appropriate access controls and monitoring
* Ensured compliance with healthcare data security regulations and standards

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| **MedNetwork Systems / Medilink Solutions, Sydney** | ***Customer Services Officer | 2007 – 2010*** |

* Provided first and second-level technical support for medical practice management software, handling 40+ calls daily with 90% first-call resolution rate
* Remotely diagnosed and resolved a wide range of technical issues including software errors, database corruption, and connectivity problems
* Managed high-volume support queue during system outages, prioritising critical issues and communicating effectively with affected clients
* Implemented ticketing system improvements that reduced average resolution time from 4 hours to 2.5 hours
* Trained and mentored new help desk staff, developing standardised troubleshooting procedures that improved team efficiency by 25%
* Managed client migrations from legacy systems to SQL-based solutions, ensuring minimal disruption to practice operations
* Implemented scheduled backup solutions that prevented data loss for numerous clients during system failures
* Developed strong knowledge of healthcare workflows, medical terminology, and practice operations

### VOLUNTEER EXPERIENCE

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| **Sydney Gaymers, Sydney, NSW** | ***Lead Organiser and Administrator | 2012 – 2020*** |

* Managed IT infrastructure for events, including networking, audio-visual equipment, and gaming systems
* Developed and maintained the organisation's website and online community platforms
* Implemented technical solutions for event registration, communication, and member management

REFERENCES *Available upon request*