

# **CRAIG BARRY**

## **PERSONAL DETAILS:**

**NATIONALITY:** Australian  
**DATE OF BIRTH:** 4<sup>th</sup> October 1973  
**ADDRESS:** West Lakes Shore  
Adelaide SA

## **WORK HISTORY:**

**Employer:** Dimension Data (OZ Minerals)  
**Position:** EUC Engineer Nov 2015 – May 2017

Resolution of various IT issues relating to software and hardware. Assistance with setting up mobile phones, video conferencing sessions and various other devices. I have provided backfill support at Prominent Hill site and assisted on various projects for Oz Minerals.

**Employer:** Data#3 (Renewal SA)  
**Position:** Desktop Support Engineer Nov 2014 – July 2015

Assisted service desk with first level support. Resolved typical IT issues including software/hardware issues, printing, mobile and landline issues. Assisted with rolling out Surface Pro 3 tablets. This also included visiting other sites in Adelaide to provide support.

**Employer:** Velrada (BHP Billiton)  
**Position:** Windows 7 Deployment Engineer Oct 2013 – Sept 2014

Project to upgrade legacy PC's to Windows 7 at Olympic Dam (BHP Billiton). Responsibilities included PC deployment and remediation in all areas of the mine. Software testing and dealing with 3<sup>rd</sup> party vendors.

**Employer:** Data#3 (Santos)  
**Position:** Windows 7 Deployment Engineer April 2013 – Oct 2014

Involved in project to upgrade PC's at various Santos sites to Windows 7 (office 2010). Responsible for deployment and remediation of IT issues.

**Employer:** CSC (BHP Billiton)  
**Position:** Windows 7 Deployment Engineer Oct 2012 – March 2013

Involved in project to upgrade PC's at Olympic Dam site to Windows 7 (office 2010). Responsibilities include preparing computers, PC deployment, stock control, remediation and troubleshooting of issues.

**Employer:** CSC (BHP Billiton)

## **CRAIG BARRY**

**Position:** IT Field Support Sept 2011 – Oct 2012

Provided level 1 and 2 onsite support for BHP Billiton (Grenfell St Office). Responsibilities include logging/monitoring customer calls, technical and administrative support, troubleshooting and resolution of various IT issues. Dealing with 3<sup>rd</sup> party vendors.

**Employer:** Origin Energy  
**Position:** Help desk support analyst Aug 2010 – Sept 2011

Provided level 1 and level 2 telephone support for Origin Energy employees. Responsible for user administration, logging and escalating calls, training, troubleshooting and resolution of IT issues.

**Employer:** EDS/Hewlett Packard  
**Position:** Help desk analyst March 2007 – May 2010

Provided level 1 and 2 support for several clients across various environments in government, finance and energy industry. Assisting with email, internet, office applications, software installs, user administration, mobile phone support, and liaising with vendors.

**Employer:** British Aerospace Australia  
**Position:** Graduate Technical Officer Oct 1998 – Nov 1999

The position was that of a test and installation technician. Electrical & mechanical assembly, general electronics testing and troubleshooting.

## **EDUCATION:**

**IT Certification:** A+ Hardware and OS

**Tafe:** Associate Diploma in Electronic Engineering  
Regency Park TAFE Adelaide  
July 1998

## **REFERENCES:**

Available on request