Ian Tavener

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Experience

Service Desk Technician   2025 - present
York Regional Police   York Region, ON
- Supported a 3,000+ user police environment with a focus on identity, access control, and authentication systems in a security-sensitive operational context.
- Administered and reviewed user accounts, credentials, and MFA to maintain access integrity and compliance with organizational security standards.
- Investigated and resolved computer, mobile, and peripheral issues through systematic analysis while preserving system and data integrity.

Project Lead: MobilePass+ MFA Enrollment & Service Desk Enablement   2025
York Regional Police   York Region, ON
- Designed and implemented Service Desk operational support for Thales MobilePass+, including operator role design and procedural documentation.
- Audited organization-wide MFA enrollment for 1,000+ members, identifying gaps and remediating outstanding cases to ensure full coverage.

Project Lead: Identity Verification Framework   2025
York Regional Police   York Region, ON
- Designed and implemented framework to improve consistency and security of caller authentication.
- Developed reference materials and scenario-based training to support adoption and reduce escalation rates.

Lab System Administrator (*Intern*)   2023 - 2024
Dot1x Solutions   Ontario
- Deployed and administered Windows Server and Windows 11 environments, including Active Directory and virtualization platforms.
- Produced implementation and support documentation to standardize deployments and troubleshooting.

Freelance IT Consultant   2018 - 2023
Self-Employed   Ontario
- Delivered IT solutions for small businesses, including network optimization and secure system configuration.

Intervenor   2010 - 2018
Deafblind Ontario Services   York Region, ON
- Supported deafblind individuals in sensitive environments requiring discretion, trust, and accurate communication.

Education & Certifications

Bachelor of Applied Science, Information Technology (*in progress*)   Anticipated Summer 2026
Ensign College   Salt Lake City, Utah
- Designed and evaluated secure enterprise IT systems.
- Analyzed system behavior, vulnerabilities, and data flows.
- Applied cybersecurity principles to protect systems and data.
- Administered Linux, Windows, and cloud-based environments.
- Implemented identity, access, and authentication controls.
- Produced clear technical documentation and reports.

System Administration Certificate — *Ensign College* (GPA 4.0), Dec 2025
IT Professional Certificate — *Ensign College* (GPA 4.0), Jul 2025
Technical Support Engineering Certificate — *Ensign College* (GPA 4.0), Jul 2024

Professional Certifications:
- **CompTIA CySA+, Security+, Network+, A+**
- **Microsoft 365 Certified: Endpoint Administrator Associate**
- **ITIL v4 Foundation Certificate** — Axelos

Diploma, Police Foundations   June 2005
Seneca College   King City, ON

Volunteer

Executive Secretary & Finance Clerk   2024 - Present
Church of Jesus Christ of Latter-Day Saints   Newmarket, ON
- Supported leadership operations through confidential coordination, financial oversight, and accurate record-keeping in a community organization.
- Maintained discretion, accountability, and clear communication in roles requiring trust and stewardship of sensitive information.

Skills

- Identity and Access Management (AD, PKI, MFA)
- Systems administration
- System and network investigation
- Analytical and strategic problem-solving
- Security protocols and compliance
- Technical documentation