



Jay Thomason

Address: Melbourne, Australia

Phone number: 0438586224

Email address: jay.thomason@outlook.com

Web: jaythomasonprojects.com

LinkedIn: linkedin.com/in/jay-thomason/

GitHub: github.com/jaythomasonprojects

Profile

With more than 6 years of experience in technical support, I am a highly dedicated IT professional currently seeking an exciting and diverse role where I can contribute my skills and expertise. I value customer-centricity and thrive in an environment that allows technicians to work autonomously. Throughout my career, I have consistently provided excellent customer service, leveraging my foundational knowledge in software development and systems administration to get things done.

Skills

Customer Service Professional	Technical Support Professional	Communication Skills Professional
Service Management Tools Professional	Windows Server Professional	Microsoft 365 Professional
Networking Professional	Cloud Technologies Limited	Microsoft/ITIL Certifications Limited

Recent Experience

ICT Support Officer Calvary Health Care

📅 09/2022 – present 📍 MELBOURNE, VIC

- Provided L1 and L2 technical support to a large organisation of 18,000 healthcare professionals.
- Supported Windows 10 devices, Citrix Virtual Desktop and Apps, Microsoft 365 (Azure AD/Entra ID, Exchange), and SCCM for endpoint management and software deployment.
- Developed a user-friendly GUI application for my teammates on the help desk enabling swift retrieval of user information from Active Directory.
- Improved help desk efficiency by designing a one-click tools and scripts to streamline system administration tasks.
- Automated multiple stages of the user onboarding process using Power Automate Desktop and PowerShell, significantly reducing manual workload.

L2 Desktop Support Defence Science and Technology Group

📅 08/2021 – 06/2022 📍 MELBOURNE, VIC

- Provided L2 desktop, network, and system administration support within a secure scientific computing environment.
- Supported Citrix Virtual Desktop, SCCM and WDS for imaging, and Linux (CentOS/RHEL)
- Supported a variety of specialised hardware and software, ranging from million-dollar microscopes to complex Python development environments.
- Improved integrity of the asset handling process by implementing changes that reduced the risk of lost or stolen equipment.

Recent Experience

L2 Help Desk Support, Project Support 5G Networks

📅 05/2020 – 08/2021 📍 MELBOURNE, VIC

- Provided L2 help desk support to customers, promptly addressing critical server and network outages within 15 minutes.
- Played a key role in the implementation of a comprehensive Microsoft Teams-based telephony solution.
- Utilised ConnectNow for service management, ITGlue for knowledge management, Auvik for network monitoring, DattoRMM for RMM, VMware/Hyper-V for VM management and Veeam for backups.
- Contributed to a library of technical documentation for our product on GitHub.
- Developed and delivered a complete training seminar on our product.

L2 Help Desk Support, Account Manager Technicalities Group Consulting

📅 04/2019 – 05/2020 📍 MELBOURNE, VIC

- Provided L2 help desk support for various ICT solutions, including hosting services, backups, network security, and more.
- Cultivated relationships with our clients, gaining an understanding of their needs and requirements.
- Managed Fortinet firewalls, routers, and utilised ConnectWise for service management, SolarWinds RMM for remote desktop management, and network monitoring.
- Conducted two informative training seminars, promoting our products and educating customers on cybersecurity practices.

Projects

Home Lab

- Orchestrated a virtualisation environment with Proxmox, hosting VMs running containerised services with Docker.
- Developed an automated VM creation Bash script with pre-configured OS via cloud-init.
- Employed Ansible for automated server configuration and maintenance workflows.

Personal Site

- Developed a CI/CD pipeline with GitHub Actions to automate my personal web page deployment.
- Deployed demo projects in separate containers, with routing to individual projects managed by nginx.

Education

Computer Science Post Grad | Programming and Development Swinburne University

📅 01/2023 – 12/2023 📍 ONLINE

- Attained expertise in industry-standard technologies and programming languages, such as HTML, CSS, JavaScript, Python, and SQL.

MS-900: Microsoft 365 Fundamentals Microsoft Certifications