

Michael Griffin

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Experience

2007–Present **ICT Officer, National Museum of Ireland.**

Responsibilities include:

- Deskside support for 200 people spread over six sites, using Windows 7 and MacOSX;
- Server support, configuration and backup for 35 servers;
- Network analysis and monitoring;
- Support for exhibition interactive displays.

Installed Request Tracker as a helpdesk ticketing system

Previously helpdesk tickets were dealt with through email. Installing Request Tracker meant that weekly and monthly metrics could be generated. Tickets are now tracked and average time to resolve has decreased.

Virtualised server infrastructure leading to reduced support calls and energy costs

By running virtualised servers, we can expand or contract the resources needed without down time. Also by using fewer physical servers, we saved significant energy costs.

Installed network monitoring using Nagios and Cacti

Using a disused server, this machine now monitors the switches, routers, servers and printers. We are notified of problems or potential problems before the users are aware of them and this leads to a more positive view of the ICT department.

Introduced git as department side VCS

All code and configuration files are now version controlled and easier to change and audit.

Introduced Jenkins CI

Jenkins runs the tests needed to ensure that we haven't introduced any bugs when adding features and automatically pushes the code to the production site.

Oversaw the introduction of SCCM

We use SCCM to install new desktop machines and ensure that they have the correct configuration for the domain.

Specced and wrote a digital signage system

The backend is in PHP and allows the education staff to upload events as they plan them. This information can then be viewed by the public on screens in each reception area. The data is also used to create a quarterly calendar of events that is sent to museum subscribers.

Continual upgrades and improvements to a bespoke education booking system

I am the main point of support for a system that the education department use to create and keep track of bookings. The system is written in ASP.NET and uses MSSQL as its backend. Javascript is also used to provide a speedier user experience.

Helped to install Openfire as a Jabber server for internal communication

This was a proof of concept solution that was eventually demoted as there wasn't sufficient interest.

2006–2007 **Lead Developer, BlueCarrot Ltd.**

- Developed a multi user online timesheet and course organisation system .
- Oversaw development of a high profile sales site.

2004–2005 **Network Administrator, Ordnance Survey Ireland.**

- Administered LAN and WAN links using Cisco switches and PIX firewall.

2002–2004 **Helpdesk, Ordnance Survey Ireland.**

- Member of the helpdesk team supporting 120 people on two sites.

2000–2002 **Release Lab Engineer, Symantec Ltd..**

- Responsible for final check of gold master localised versions of Symantec software.
- Created new test images that were pushed out to testing machines.
- General desktop support.

Technical Experience

Proficient With

languages PHP, Ruby, Bash, Powershell, HTML, CSS
technologies Windows (Server and Desktop), Linux (Debian, Arch), OSX, git, Cisco PIX and IOS, MySQL, \LaTeX , Jenkins CI, XMPP (Jabber)

Have Experience With

languages JavaScript, C, ASP.Net
technologies Checkpoint, MSSQL

Education

1995–1999 **B. Eng Electronic Engineering**, *Dublin City University*.

Activities

Canoe Polo Member of the Irish Canoe Polo team that competed at the World Championships in Japan
Also competed at 3 European Championships
Refereed at multiple World and European Championships

Triathlon Completed Ironman Lanzarote in 2011

Athletics Member of Liffey Valley AC
Completed five marathons