

Nigel Galbraith

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[Nigel Galbraith - LinkedIn](#)

[Nigel Galbraith - Portfolio](#)

Professional Summary

I am an IT support professional with hands-on experience in a 24/7 managed services environment, where I worked with live systems monitoring, incident response, and technical troubleshooting under real-time operational pressure. I am comfortable working in fast-paced, access-controlled environments and quickly learning unfamiliar systems and tools. My background across both technical and non-technical industries has shaped a practical, problem-solving approach and clear communication style. I take a calm, methodical approach to support work and focus on resolving issues efficiently without losing sight of the user experience. I hold a full Class 1 driver's licence, have reliable transport, and am available to start immediately.

Technical Skills

- Systems monitoring, incident logging, escalation, and first-line support
- Hardware and software troubleshooting, including root cause analysis
- Windows desktop and server environments
- User account setup and Active Directory administration
- Microsoft 365 (Outlook, Teams, SharePoint)
- ITSM and monitoring tools; familiarity with ITIL concepts
- Basic networking (IP addressing, DNS, DHCP)
- Software installation, virus removal, and data migration

Systems & Development

- SharePoint custom databases and workflow development
- GPS tracking application development
- Basic scripting and automation
- Experience working across physical and virtual environments

Design & Technical Tools

- AutoCAD and SketchUp
- CNC machine software and operation

Professional Experience

Support Analyst — Tait Communications, Christchurch

Jan 2025 – Feb 2025

- Frontline systems monitoring and incident management in a 24/7 managed services environment
- Logged, triaged, and escalated incidents using internal ITSM and monitoring tools
- Worked within access-restricted systems during a transitional team period
- Supported early-stage fault investigation and root cause analysis alongside senior analysts

Joiner — Trade Staff, Christchurch

Jun 2016 – Feb 2019

- Manufactured custom kitchen furniture for residential and commercial clients
- Operated CNC machinery and adopted new production technologies
- Developed 3D design skills using AutoCAD and SketchUp through hands-on work

Site Traffic Management Supervisor / Planner / Team Leader — Downer, Christchurch

Jan 2012 – Jun 2016

- Led setup and removal of traffic management sites to maintain road safety
- Prepared Traffic Management Plans under tight operational deadlines
- Improved Traffic Management Plan production processes to increase efficiency
- Built a SharePoint-based tracking system to monitor plan production and status
- Developed a GPS application to track live site locations and equipment

Customer Service & Computer Technical Support — Laptop Universe, Christchurch

Jan 2009 – Jan 2012

- Provided technical support, repairs, upgrades, and data migration
- Performed virus removal and hardware replacements
- Supported customers and warehouse operations in a small-team environment

Education & Training

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| 2024 | Ara Institute of Canterbury <ul style="list-style-type: none">• Bachelor of ICT, Network Infrastructure• Graduated with Distinction; Received Highly Commended Achievement Award in Final Semester |
| 2023 | Ara Institute of Canterbury <ul style="list-style-type: none">• Diploma in Systems Administration |
| 2021 | Ara Institute of Canterbury <ul style="list-style-type: none">• Diploma in Information Technology |
| 2008 | The Computer Power Institute <ul style="list-style-type: none">• Diploma in Electronic Business |
| 2005 | Christchurch Polytechnic Institute of Technology <ul style="list-style-type: none">• Certificate in Joinery – Level 1 & stair making |
| 2003 | University of Canterbury <ul style="list-style-type: none">• Bachelor of Science, Statistics |

Interests

Outside of work, I enjoy hands-on technology projects and building things that solve practical problems. I balance that with boxing and fitness training, and spend time gardening and exploring older computer and arcade systems to better understand how they were designed and built. I also occasionally help people in my community with general computer and technology issues.

Referees

Referees available on request