Peter Cashel

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Summary

IT Support technician with two years of experience working in the Information Technology industry providing technical support to staff as well as; On-site technical support, File servers, hardware maintenance and Active Directory management. Able to work well unsupervised and as part of a team.

Education

2015 - 2016   TAFE Brisbane - Loganlea
- Diploma of Software Development

2013 - 2014   Metropolitan South Institute of Technology
- Diploma of Information Technology – Networking

2009   Browns Plains State High School
- Year 12 completion certificate, Queensland Certificate of Education

Experience

2010 – 2011   IT Support Technician

Klearnet Solutions Pty Ltd – Contracted by Education Queensland

- Provide technical support and maintenance on all computer systems.
- Train staff on the use of computer systems, mobile devices and projectors.
- Answer phone requests for support for issues where possible.
- Manage student and staff user accounts, including password resets and data retrieval.
- Log warranty repairs.
- Stock take assets.
- Scan for, report and remove illegal content.
- Perform software installations and upgrades.
- Replace outdated and/or damaged hardware.
- Clean and maintain printers.

Skills

Skilled in the use of operating systems / software;
- Microsoft Windows 2000/XP/Vista/7/8
- Microsoft Windows Server 2003/2008
- Apple Mac OS X 10.4 – 10.8
- Active Directory
- Linux/Unix

Functional understanding in the use of software;
- MS SQL
- MySQL
- Apache web server; PHP

Skilled in programming in the following programing languages and frameworks;
- C# - .Net Framework, WinForms, WebForms
- Java

Referees

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NOC Technician

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