**Collin Smit: ICT Support Manager, Eezipay Management Systems**

**ITIL, Risk Management, Infrastructure and System Management |** collinsmit144@yahoo.com

13 Devon Valley Way

Cape Town

7500

I am an experienced professional with expertise in the implementation of complex IT systems, managing risk, security audits, analysing support strategies, processes to facilitate improved operations and efficiency. I excel in driving technical teams through all facets of project life cycles, realizing improved efficiency and productivity.

I conduct myself in an open, professional, flexible way with the ability to work and communicate in a team environment also taking/receiving instruction. I find the younger colleague-older employee dynamic refreshing and positive remix of work life. I enjoy interacting and sharing my knowledge with my colleagues. A “never stop learning” attitude keeps me open to new information, inventive approaches, technical skills and knowledge up to date.

I am currently employed at Eezipay Management System as an OPS Support Technician since October 2022.

**Professional skills:**

* Knowledgeable and experienced in installing and configuring computer systems and applications.
* Knowledgeable and experienced in the evaluation and implementation of Microsoft networking and Operating System technologies to meet the needs of the business and customers.
* Knowledgeable and experienced in the installation and configuration of client/server environments to support multiple applications, be it physical or virtual protecting the integrity and stability of the network.
* Knowledgeable and experienced in server and network administration disciplines.
* Knowledgeable and experience in acting as Technical lead, providing technical representation and guidance to Board, Management, Stakeholders, Customers and Service Providers.
* Knowledgeable and experienced in drafting BCP and DRP documents and the implementation and execution thereof, ensuring business assets are protected and recoverable.(RPO and RTO)
* Knowledgeable and experienced in IT asset management lifecycles.
* Extensive experience in developing information systems policies and documentation including backup strategies, user training materials, network maps, and security policies.
* Extensive vendor management and SLA experience.
* Extensive experience in outsourcing business processes, functions and services.
* Sound Project management experience, developing business cases, project scopes, budget, project plans and reports of varying complexities.
* Extensive experience in developing information systems and security policies and documentation including backup strategies, user training materials and network maps.
* Responsible for the technical evaluation, approval, resource assignment, configuration management,and representation of IT changes at CAB. Solid experience and understanding of the ITIL v3 framework.
* Solid experience in assisting business compliance officers managing IT Governance, IT Risk and compliance.
* Solid experience in the drafting of CapEx and OpEx budgets.
* Experience in detailing the technical scope for Request For Tender submissions, technical briefings and the evaluation and recommendations thereof.

**Professional Certifications and Courses:** Certified certificates are available on request!

▪ COBIT 5, June 2017

▪ National Senior Certificate Engineering Studies N4, Dec 1995

▪ National Senior Certificate Engineering Studies N2 Sep 1985

▪ Administering System Center 2012

▪ Configuration Manager

▪ Deploying and Configuring Microsoft Lync Server 2010

▪ Configuring Managing and Troubleshooting Microsoft Exchange Server2010

▪ Dell Equallogics PS Array/Disaster Recovery Course

▪ VMware VI3

▪ Install and Configure v3.5

▪ Dell SAN Management

▪ Certified Novell SUSE Administrator

▪ Zen 7 Desktop Management

▪ ITIL IT Service Management Essentials

▪ CCWT - Certified Course in Wireless Telephony

▪ Cisco Certified Network Administrator

▪ MCSE (NT4), Middle Management Development Program

▪ MCITP - Microsoft Certified IT Professional

**Remuneration:**

My notice period is 1 month, my salary is negotiable based on the overall compensation package, working hours, potential bonus opportunities, company advancement or additional benefits

Thank you for your consideration.

Sincerely,

Collin Smit

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