Collin Smit: OPERATIONS SUPPORT TECHNICIAN

Eezipay Management Systems

[collinsmit144@yahoo.com](mailto:collinsmit144@yahoo.com)

Experienced IT Systems Administrator & Technical Support Specialist

As IT Operations Support with over ten years of experience, I specialize in implementing and maintaining IT systems and providing comprehensive support across all organizational levels. Currently employed as an Operations Support Technician at Eezipay Management Systems, I deliver reliable, solution-oriented service tailored to meet diverse technical needs, from individual desktops to complex client/server environments.

Professional Strengths & Expertise:

* Adaptable and Client-Centric: Known for my approachable, client-friendly demeanour, I ensure that users at all levels receive thorough, understandable support.
* Technical Proficiency: Proficient in installing, configuring, and managing desktop hardware, applications, and multi-dependency client/server environments.
* Network and Server Administration: Skilled in server management and network support, including remote desktop support and troubleshooting across varied systems.
* Process-Oriented: Experienced in drafting policies, backup strategies, and training materials to optimize systems' uptime and reliability. Familiar with IT governance frameworks, including ITIL v3 and COBIT5, to maintain high standards of IT management.

Team Collaboration & Continuous Learning

I value a collaborative workplace, finding the mix of perspectives across generations to enhance team synergy and innovation. I’m always eager to share my knowledge and learn new techniques, maintaining a "never stop learning" philosophy that keeps me at the forefront of industry advancements.

QUALIFICATIONS

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| Novell Certified Network Administrator |
| ITIL IT Service Management Essentials Course (v3) |
| COBIT 5 |
| Novell ZENworks 7 Desktop Management |
| Certified Cisco Network Associate - CCNA |
| Certified Course in Wireless Telephony - CCWT |
| A+ (PC Hardware) |
| N+ (Network Technician) |
| Three Bid Committee System Training: Unit Standard 337061, NQF LEVEL 5 |
| King IV Update seminar |
| Deploying and Configuring Microsoft Lync Server 2010 |
| Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010 |
| VMware V13: Install & Configure v3.5 Course |
| Dell SAN Management |
| Docker Basic to Advance |

CURRENT RESPONSIBILITIES - EEZIPAY MANAGEMENT SYSTEMS

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| Install and manage client servers - All server run on Ubuntu either physical or virtualised. All servers are remotely managed using ssh over self-hosted VPN. |
| Install and manage docker containers. All services run in a containerised environment |
| Install and manage POS systems at customer site |
| Install and manage handheld POS terminals – Install and test internally develop APK’s |
| Manage and maintain EMS sever infrastructure – Bank server, Registry repository, GIT Lab, Mail server, Internally and client hosted websites and portals. |
| Backups and Security |
| Install and manage Eezipay developed software |
| Setup test environments when required to reproduce system or hardware failures |
| Act as a technical resource between company developed systems and clients |
| Provide high-level technical support |

# COMPUTER LITERACY SKILLS

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| Switching Technologies | CISCO, Ubiquity, D-LINK, HP ARUBA |
| Server Hardware | Dell, Hewlett Packard |
| Server Operating Systems | Windows 2008-2019, UBUNTU 18.x,2x.x |
| Desktop Operating Systems | Windows 95-11, UBUNTU 20.x, Mint 20.3 |
| Network Optimisation | RIVERBED |
| Virtualization systems | VMware, Hyper-V, PROXMOX, VirtualBox |
| Database administration | MySQL, DBTEXT, AMLIB Library Systems, DATATEX, SAGE ACCPAC |
| Security | Docker, KUBERNETES, Sentinel One, PANDA, VEEAM, SYMANTEC Backup Exec, Acronis, IMPRO access control systems, Hikvision CCTV cameras and controllers, FortiGate, Forefront TMG, ISA Server, open server vpn |
| Network Monitoring and reporting | NAGIOS, Teltrace TMS, SNMP, SolarWinds network performance monitor, Zabbix, PRTG Network Monitor |
| Collaboration | Google Workspace, SUITE, Polycom video conferencing, Office 365, GITLAB |
| Cloud Computing | Google Workspace for Business, Office 365, SAGE Evolution, Sentinel One |
| Microsoft ID: | 7048091 |

# CAREER SUMMARY

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| Position | Company | Date |
| OPS Support | Eezipay Management Solutions | Sept 22 - Current |
| IT Technical Support Manager | Zinplex Cosmeceuticals | Mar '19 - Current |
| IT Technical Manager | Affordable IT Solutions | Aug '18 – Mar ‘19 |
| IT Technical Manager | South African National Biodiversity Institute | Jan '2000 - Jul '18 |
| Junior Network and System Administrator | Spicer Consulting | Apr '99 - Dec '99 |
| Computer Technician | Hatfield Computers | Nov '98 - Mar '99 |

Thank you for your consideration.

Sincerely,

Collin Smit, 083 634 3888

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Certificates and references are available on request

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Career History

Period: Mar 2019 – Sept 2022

Position: IT Technical Manager

Company: The House of Zinplex

Responsibilities:

* Computer maintenance and support (Local and remote)
* Network maintenance and support (Local and remote)
* Server maintenance and support (Local and remote)
* Incident and problem management ensuring IT continuity across all systems
* Risk and Security
* Vendor management, ensuring agreed service delivery levels are met
* Implementation of best practices into the environment
* IT Project management
* Website and Social Media pages

Projects:

* Network upgrade project – upgrade the core networking infrastructure with newer, faster switching, cabling infrastructure with network and end-user security in mind
* Website Upgrade - provide parcel tracking services to the customer order on the Zinplex website
* Backup project – install reliable backup system and procedures to back up critical information such as email and user data
* Upgrade outdated wireless WAN data and voice connectivity with cost-effective fibre connectivity
* Upgrade wireless broadband technology to provide data, internet, and voice services.
* Audit and remove illegal and cracked software from staff computers and laptops
* Review and upgrade network printer services
* Review POPI compliance and implement the necessary changes
* Migrate Zinplex ZA and UK to Google Workspace
* Migrate Financial system to Google Cloud Platform (GCP-SAAS)
* Move Zinplex website to Shopify eCommerce platform
* Establish social media platforms

Reason for Leaving: Relocation to Cape Town.

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Period: Aug 2018 – March 2019

Position: Owner

Company: Affordable IT Solutions

Responsibilities:

In the time I have been operational, I targeted small business owners who were unable to afford the services offered by major IT support companies. These were,

* Desktop Support
* Network Support
* Systems support
* Training

Reason for Leaving: To be financially stable

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Period: Jan 2000 - Jul 2018

Position: IT Technical Manager

Company: South African National Biodiversity Institute

Responsibilities:

* Responsible for managing and controlling the IT operational and technical environments of 13 sites across South Africa, ensuring service availability, efficient management of resources, and optimisation of system performance.
* Supervise a team of 8 professionals responsible for daily network and support activities such as configuring, installing, integrating, implementing, and troubleshooting mission-critical enterprise technologies and systems.
* Key performance areas
* Availability and IT Continuity
* Information Technology Security and Risk
* Business Continuity
* Information Technology Governance (COBIT)
* Financial Management
* Application Management
* Vendor and SLA Management according to agreed service levels
* Strategic and Operational view on Information Technology requirements.
* Innovation and Digitization
* Provide an interface role between business and IT for all strategic business intents
* Assist in aligning IT strategy to business strategy
* Problem management
* Implementation of best practices into the environment- Definition of processes and procedures.
* Change Management
* IT Project Management

Involvement

* Extensive experience in Microsoft’s technology and application stacks.
* Further experience in SAGE ACCPAC, routing, VLAN's MySQL, VMware, Veeam, SOLARWINDS network performance monitor, HP IMC, DBTEXT, NAGIOS, IIS, PYTHON, SYMANTEC BACKUP EXEC, AMLIB, DBTEXT, AVAYA VOIP, FortiGate firewalls and AP's, RIVERBED, Forefront TMG and ISA Server, HP and CISCO networking, IBM - and Dell storage technologies, Dell and HP servers, Polycom video conferencing, IMPRO access control systems, DATATEX and Teltrace TMS, Hikvision CCTV cameras and controllers, and open-source systems
* An active member of the organisation’s Change Advisory Board, ICT Policy-, ICT and CSD Strategy-, Bid Evaluation committees
* Represent SANBI at The Commission of Conciliation, Mediation and Arbitration (CCMA)

Selected Achievements:

* Technical Lead and Project Manager on multiple, medium to large scale Network and IT infrastructure projects
* Oversaw the efficient implementation of new technology solutions to various internal business units; identified project requirements and provided exceptional support
* Upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance clients’ operational efficiencies
* Work closely with technical teams of Microsoft, EOH, Dimension Data, LINK STATE, Securicom and MTN Business, to address project dependencies, implement technical requirements, manage and control change control and UAT and sign-off, manage to create test plans and ensure that issues are properly assigned, fixed and regressed

Key Projects:

* National Zoological Gardens merge; oversee the integration of AD and Exchange while ensuring no operational downtime
* Exchange 2016 Upgrade; Upgrade Exchange from 2007 to 2010 and then to 2016 while ensuring no operational downtime
* AV replacement project; Replace Kaspersky solution with Bit - defender Total Security 2018, server, and desktop
* SCCM 2016 Deployment project; Install and deploy SCCM across the organisation server and desktops to support the Windows 10 upgrade project, inventory of clients and to allow SCOM to manage WSUS across the enterprise
* National VC Upgrade: Replace and upgrade the existing Video Conferencing system with a modern VC solution to enhance the functionality and ensure business collaboration from anywhere while cutting unnecessary travel costs
* WAN Infrastructure Consolidation; Replace and upgrade redundant LAN/WAN infrastructure at each of the ten (13) remote sites with new HP switches and CISCO using MPLS switching, QoS, HUAWEI microwave systems and Fortinet firewalls using OSPF routing
* VOIP Telephone Upgrade; Replacing the Alcatel Telephony solution with a modern IP telephony solution to enhance the functionality and ensure correct architecture for telephony services within all SANBI branches on one single platform; standardised a solution to enable lower cost of ownership across all SANBI branches
* Campus Security system upgrade; Upgrade the Pretoria site with new biometric scanners, CCTV cameras, Alarm system, Time and attendance system, infra-red beams, and Fire suppression system
* Novell to Microsoft migration; Migrate redundant Novell platform to Windows 2008 virtual environment. Migrate critical IT services hosted on 86 servers spread across 3 sites to a virtual environment. Downscale physical servers to the minimum

Reason for Leaving: To start my own IT consultancy\support business and to gain more experience in the private sector

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Period: April 1999 - December 1999

Position: Junior Network and System Administrator

Company: Spicer Consulting

Responsibilities:

* Placed at Telkom SA as a consultant where my responsibilities were:
* Assist in ensuring the stable operation of the in-house CISCO and HP computer network and all connected PCs and peripherals
* Assist with planning of new hardware and software installations and communication links
* Analyse and resolves end-user hardware and software computer problems in a timely and accurate fashion, and provides end-user training where required (Office, COLD)
* Assist Ops team with managing and administering AV, Server Backups, Novell GroupWise mail system and other client facing systems
* Assist with maintaining a network asset management system and some technical documentation
* Perform user backups and restores when required
* Assist with network performance testing and the logging and reporting thereof
* Update call logging system with detailed technical events to assist management with future operational and maintenance schedules
* Document all new and existing infrastructure hardware and software installations\upgrades to support operational procedures and standards
* Assist with testing new custom hardware and software products with engineering

Highlights: I was exposed to and required to support and troubleshoot enterprise level network infrastructure and systems to a high standard.

Reason for Leaving: SANBI offered me a permanent position.

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Period: Nov 1998 - Mar 1999

Position: Computer Technician

Company: Hatfield Computers

I decided on a career change and enrolled at CTU to obtain an MCSE (NT4), A+, N+ and PC +. During my time as a student, I worked without compensation to gain experience in assembling -, troubleshooting computers and networks.