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# Paul Jones

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## SYSTEM SUPPORT ENGINEER

♦ I.T. Supports - Customer Services - Team Leadership - Consulting ♦

Providing quality solutions to complex business problems and delivering I.T. business systems to the end-to-end testing of new systems and services within scope, budget and tight schedules. Extensive LAN/WAN/ hardware/ software experience. Over 19 years background experience with a large bank in South Africa. Now looking to move from a support role to a position of IT management.

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## AREAS OF EXPERTISE

- Customer Services
- Computer room management
- Network development
- Problem solving
- Thin client technology
- Unisys, IBM & Hitachi Mainframes
- Systems / facility installation
- Building IT infrastructures
- Quality solution delivery
- Citrix, Windows MS Office.
- Technical Security
- Staff trainer / mentor
- Team leadership
- WANS / LANs
- Data / disaster recovery

## PROFESSIONAL DEVELOPMENT

<b>Citrix</b>	Secure Access Manager 2.2: Introduction CTX_1300BW	2005
<b>Adic hardware</b>	Product range installation and repair	2003
<b>Certificate</b>	Transition to service leadership I & II	1998
<b>Unisys courses in USA</b>	A15 Maintenance & Operations, Local Training on IBM System 38 & AS400, A17 Maintenance & Operations, V380 & V560 Maintenance & Operations, V380 hands On Plant Training & Dump Reading.	1993
<b>Various:</b>	mainframe disk sub-systems, tape and cartridge sub-systems, printers and terminals. City & Guilds Telecommunications, Diploma in B7800 and B7900 Maintenance Operation Systems	

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### SYSTEM SUPPORT ENGINEER (TEAM LEADER)

*Apr 98 - Present*

#### Write Company A Here

Managing the Customer Service Department and 4 Customer Service Engineers with responsibility for 3 Unisys A11 mainframe sites, including an industrial site, a bank and a government department. Also responsible for managing all computer room facilities (air conditioning, uninterruptible power supply, generators, smoke detectors, under floor water detectors), supporting all Unisys B5900, B7800, B7900, A4, A6, A10, A11, A15 and A17 mainframes, maintenance and upgrades and connected peripherals.

- Designed and installed the first Unisys Thin Client Technology Based Network at Al Bahar Head Office (15 remote sites, 100 user network). Windows 2000 and Citrix Metaframe was used as Operating System, network Cisco.
  - Installed a Unisys ES5000 Server with remote storage for a major oil company.
  - Converted from Mainframe to Open System for National Industries Group of Kuwait, a major building materials manufacturer. Installation included 3, 4 processor machines running W2K advanced server, Citrix, Oracle database, also, LAN, WAN installation for around 100 workstations.
  - Added extra network capacity to existing A11 mainframe connecting another 3 remote CP2000's to remote locations.
  - Responsible for total move of the ministries computer room (A11 site) to a new site.
  - Converted from Mainframe to Open Systems Server based system for around 300 user network.
  - Marketed Citrix and Adic storage solutions, basic network design, server sizing.
  - Instrumental negotiating an agreement to partner with Adic Storage Systems.
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## UNISYS (SOUTH AFRICA) 1981 - 99

### **MAINFRAME ENGINEER**

**Nov 97 - Mar 98**

#### Write Company B Here

Maintained the system at optimum performance levels within tight schedule, trouble shooting, problem solving and applying a permanent solutions.

- Maintained all the equipment installed on my allotted sites.
- Identified, isolated and fixed a major problem that was occurring on the new 36 track (3490 and 3590 style) cartridge drives installed at a major insurance company.
- Maintained sites included the Johannesburg Stock Exchange and various South African Banks.

#### Write Company C Here: (1993 - 97)

- Maintained the V380 & V560 (Nedcor) mainframes whilst covering the A17 (SA Perm).

#### Write Company D Here, (1991 - 93)

- Maintained System 38 & AS400 and all connecting peripherals for various customers in Johannesburg, whilst providing support for the rest of the subsidiary in South Africa.

#### Write Company E Here (1981 - 91)

- In charge of maintaining mainframe & all connecting peripherals 24 hours / day including standby.

## ONGOING ACHIEVEMENT ANALYSIS

- Minimised the impact of problems on the availability of services.
- Managing problems from identification of the root causes through the major incidents to the provision of quality solutions and service recovery / delivery.
- Optimum trouble-shooting and problem solving abilities developed.
- Worked on projects in a variety of support and development roles.
- Supporting various (software, hardware and networks), troubleshooting, administration at all levels.
- Supported business critical applications and in house software.
- Mobile support for laptops, remote connectivity access, Secure Dial and Citrix.
- Delivered all significant results within deadlines. Working effectively as part of the team.
- Purchased desktop equipment, laptops and software.
- Documented procedures to be followed by all global support teams.
- Monitored and delivered Service Level Agreements (SLAs).
- Gained extensive knowledge on servers, desktops and network infrastructure, having been involved in basic network design and server sizing, and the implementation of Citrix over Wide Area Networks (WANs) after which we came a leading Citrix partner in Kuwait.

#### Operation Management:

- Contributed to strategy formulation and forward planning as a member of quality circle team.
- Liaised with third party service providers ensuring correct solutions are delivered within budget.
- Persuaded Mohamed Abdulrahman Al Bahar to utilise newer networking technologies.

## EARLY CAREER SUMMARY

Telecommunications Engineers	Telecom	1975 - 81
Telecommunications Technician	Telecom	1972 - 75

*Interests and Pastimes:* Marathon running, sailing and mountain / desert biking.

*Status:* Married. *Born:* 1958.