Jackson Gleeson

Assistant IT Manager

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📍 Melbourne, VIC
in LinkedIn

EDUCATION

Graduate Certificate of AI
La Trobe University
📅 Feb 2023 – Aug 2024
📍 Bundoora, VIC

Bachelor of Computer Science
La Trobe University
📅 Feb 2020 – Nov 2022
📍 Bundoora, VIC

SKILLS

- IT Support
- Intune Management
- Python Development
- Microsoft 365 Administration
- Network Maintenance and Monitoring
- API Development

CERTIFICATIONS

- **Microsoft Certified: Azure Administration Associate (AZ-104)**
- **Microsoft Certified: Azure Fundamentals (AZ-900)**
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)**
- **Certified in Cybersecurity (CC), ISC2**

EXPERIENCE

Amtek Corporation Pty Ltd

IT Systems Administrator → Assistant IT Manager

📅 Feb 2023 - Present   📍 Preston, Melbourne

- Provided end-user support for level 1, 2 and 3 issues, reducing incident response time by 50% and increasing company IT satisfaction to 96%
- Coordinated with internal stakeholders and external contractors to ensure the smooth and timely delivery of software, projects and integrations
- Deployed company-wide security initiatives to ensure user, endpoint and resource protection, reducing cybersecurity incidents by 75%
- Collaborated with leadership to support business growth and objectives, providing expertise and IT solutions

KEY PROJECTS

New Soft Phone Project Management and Migration

- Oversaw delivery and development of a new soft phone system, working with external contracts to ensure timely delivery
- Engaged with all levels of stakeholder, from users to senior management, to understand usability needs and reporting requirements
- Hosted group and 1-on-1 training for end users, walking through the new software
- Managed user and system migration, ensuring a seamless cutover, resulting in 0 downtime
- Delivered new features and functionality to support the helpdesk department's SLA and contractual requirements

Fibre Installation and Network Upgrade for Major Contract

- Led technical coordination and on-site management for the installation of a new fibre connection, supporting a server staging area for a major client
- Acted a primary point of contact for internal and external (Telstra and NBN) contacts, covering business and technical requirements with both account managers and network technicians
- Installed, monitored and tested new network switch and fibre connection, supporting our Business Continuity and Disaster Recover plan

Internal Tooling Development and Pipeline Improvements

- Coordinated with internal stakeholders to identify business needs, provided a software (Python) driven solution
- Created custom new employee creation tools to reduce user onboarding time from 1 hour to 5–10 mins
- Converted legacy internal tools, a client data processing application, to a modern framework, improving maintainability, usability and reducing downtime by 80%
- Containerised multiple applications, ensuring ease of deployment and disaster recovery