

Ian Robertson  
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## Experience

- Nov. 2004–  
Present      **System Administrator, Trafford Publishing**  
                  **Supervisor: Technology Manger, Mr. Flemming Andersen**
- Provide end-user support to over 100 staff 100 desktops worldwide
  - Support a server farm providing backup, user home directories, and Open Directory services
  - Work as a team to design, implement and maintain networks and supporting systems through both sites
  - Provide PBX support through Victoria sites
- March 2001–  
November 2004      **System Administrator, Glenlyon Norfolk School**  
                          **Supervisors: Heads of School, Mrs. B. Emmerson, Mr. S. Bruce-Lockhart,**  
                                                                          **Assistant Head of School, Mr. Bruce Melville**
- Provide end-user support to over 100 staff and 600+ students on over 200 desktops on both campuses
  - Support a server farm providing Internet, web, Email, dns, dhcp, backup, user home directories, and Open Directory services
  - Design, implement and maintain fibre optic networks through both campuses
  - Design user, computer and support tracking database
  - Maintain campus wide wireless network for staff and student access
  - Provide telephone/PBX support throughout both campuses
- 2000–2001      **Technology Instructor and Manager, Discovery School**  
                          **Supervisors: Heads of School, Mrs. Thelma Dann, and Ms. Sherry Ko**
- Plan and teach weekly computer classes to each class
  - Provide technical support for staff and student workstations
  - Implement Technology Growth Plans
- Since 1999      **Skate Attendant/Cashier, Recreation Oak Bay**  
                          **Supervisor: Mrs. Lesley Cobus**
- Hand out skates, communicate information about programmes to patrons, operate and cash-out cash register, and provide on-ice supervision and first aid for skate sessions
- 1996–2000      **Computer Camp Instructor and Team Leader, Recreation Oak Bay**  
                          **Supervisors: Mrs. Judy Wiggins, Ms. Jacqueline Carter**
- Instructed basic to advanced computer skills in classes of up to 35 children, ages 5-13. Led campers through various recreational activities such as roller blading, ice skating, swimming, crafts and indoor/outdoor games.
- 1999              **Summer Camps Supervisor, Recreation Oak Bay**  
                          **Supervisors: Mrs. Ronanne McConnachie**
- Preparation for resource materials, in-service training and support of summer camp staff, ordering of supplies and equipment, evaluation for programmes and leaders, and on deck leadership within day camp programmes.
- 1997–1998      **Technical Support, Sundance Elementary School**  
                          **Supervisors: Mrs. Lynne Moorhouse**
- Provide on site technical support for the school's stand alone Macintosh computers. Provide instruction on new equipment and software to the school staff.

- 1998            **Internet Instructor, Recreation Oak Bay**  
                     **Supervisors: Mrs. Ronanne McConnachie**  
                     – Create course content and instruction Internet courses for patrons of beginner and intermediate level courses.
- 1998            **Technical Support Assistant, Oak Bay High School**  
                     **Supervisors: Mr. Carl Cohen**  
                     – Provide support for a 120 computer network with capabilities for internal and external email, internet access, and file sharing. Provide on site assistance and tutorials to school teaching and assistant staff.

## **Education**

- 2000–2001    **Camosun College**  
                     **Netprep Certificate Program**  
                     – National Association of Communication Systems Engineers (NACSE)  
                     – Completed Senior Network Specialist (Full Programme)
- 1998            **Oak Bay High School**  
                     **Provincial Graduation Program**  
                     – Computer Sciences  
                     – Applied Engineering Technology Programme  
                     – Computer Assistant Training – providing end user support to teachers in various departments

## **General Certifications**

- Canadian Red Cross Society**  
                     **First Aid**  
                     – First Aid Instructor  
                     – First Responder with CPR C  
                     – Automatic External Defibrillation  
                     – Standard First Aid with CPR C
- Industry Canada**  
                     **Radio Operator**  
                     – Basic Amateur radio operator (VE7IJR)
- Justice Institute of BC**  
                     **Emergency Management Programs**  
                     – Reception Centre Operations

## **Community Involvement**

- West Coast Children's Choir Society**  
                     – Member of the Board of Directors 2004-2005 season
- Oak Bay Emergency Program**  
                     – Member of Communications and Emergency Operations Centre team

## **Accomplishments**

- Oak Bay High School**  
 1997            – Kiwanis Senior Citizenship Award  
 1995, 1996, 1998    – 'Green and White' Service Award and Computer Service Award  
 1996            – Greater Victoria Chamber of Commerce – Youth in Action Award for Practical Arts  
 1996            – Member of Data management team for Provincial Accreditation  
 1994            – Top Grade 8 Band Student Award and Service Award

References available upon request