MARK AUSTIN

SENIOR INFRASTRUCTURE ENGINEER

CONTACT

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📍 Royston, near Cambridge

🌐 https://github.com/itcambridge

EDUCATION

BRUNEL UNIVERSITY

- BEng (Hons) Engineering, Science and Technology

STEVENAGE COLLEGE

- HNC Electrical, Electronic Engineering

SKILLS

- AWS
- Azure
- VMWare/Nutanix
- Active Directory (AD)
- Group Policy
- O365/M365
- FSLogix
- SCCM/SCOM
- MS Server
- EUC
- IIS/Tomcat
- PowerShell/Python
- SQL/Oracle

LANGUAGES

- English (Fluent)
- French (Basic)
- Spanish (Basic)

PROFILE

Over 20 years experience maintaining IT Infrastructure, with 14 years consulting in companies across a variety of sectors. Able to adapt quickly to new technology and build lasting relationships, results driven and approachable with strong analytical skills.

EXPERIENCE

Cambridgeshire Council Feb 22 - Aug 24
Senior Infrastructure Engineer

- Migrate 250x 2012 servers, consulting with application owners and Infrastructure team members.
- Mentor, and manage an Infrastructure Engineer, fostering a collaborative and results-driven work environment.
- Ensure seamless transitions within an ITIL framework, troubleshooting and resolving technical issues.
- Migrated 30 bespoke app servers, coordinating with vendors & teams.
- Built and migrated 8x DCs; 2x moved to AWS.
- Fixed the GPO for FS Logix RDS farm.

Total Computers Aug 22 - Dec 22
Senior Infrastructure Engineer

- Support clients with a mix of Citrix cloud, on premise Citrix, Azure and hybrid cloud environments.
- Resolve complex problems and convey technical information to non-technical staff.
- Create and update documentation.

3C Shared Services Nov 21 - Jul 22
Network and Infrastructure Engineer

- Plan and execute installations and upgrades within an ITIL environment.
- Resolve escalated calls alongside project work.

Covance Jan 18 - Nov 21
Infrastructure Architect / PM

- Design, project manage and implement a Virtual Desktop Infrastructure (VDI) system.
- Manage multiple VDI farms on vSphere/Nutanix platforms.
- Ensure adherence to pharmaceutical regulatory standards.