

Myles G. Sartor

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QUALIFICATIONS SUMMARY

Highly personable **Information Technology Professional** with over thirty-four years of information technology (IT) and management experience. In addition to being motivated to excellence in my work I have been diligent in my commitment to furthering my career and education relating to IT and keeping abreast of the latest developments in applications, systems and developing technologies and operating systems.

◆ **MANAGEMENT SKILLS**

Proven ability to manage with consistent results. Excellent organizational and analytical skills and the ability to lead projects and get results. Adopts a systematic approach to problem solving and effectively analyses results and implement solutions. Dedicated and committed, willing to take on challenging roles, tough assignments and work to tight deadlines.

◆ **COMMUNICATION SKILLS**

Excellent communication skills teamed with the ability to develop rapport with employees and peers. Poised and confident in dealing with individuals of all levels. Dedicated to building a highly motivated team aware of their role in improving productivity and quality of support to clients.

◆ **PERSONAL ATTRIBUTES**

Highly organized and efficient, a flexible and versatile team player who will work hard and excel in any environment. Impressive work ethic, reliable, dependable and conscious of duties and responsibilities. A positive approach to all tasks and pride in achievements has resulted in many successes. The ability to form good relationships with both peers and staff is central to my character.

EXPERIENCE IN THE FOLLOWING OPERATING SYSTEMS AND TECHNOLOGIES

Windows Server NT/2000/2003/2008/2008 R2/2016 Windows 98/NT/2000/XP/Vista/Windows 7,8,10,11 IIS 5.0, 6.0, 7.0 Windows Media Server Exchange 2003/2007/2010/2016 & OWA Macromedia Dreamweaver MX Studio - Web Page Design SharePoint 2010 Microsoft Office SharePoint Server 2007 All aspects of Active Directory including design, implementation and administration. Windows Print Services Microsoft Cluster Services	SQL Server 2000/2005/2008 VMware (ESX 3.5 & ESX 4.1) Citrix Presentation Server (Management) Storage including IBM SAN Technologies Advanced TCP/IP methodologies and troubleshooting Microsoft WSUS 3.0 McAfee Antivirus 8.7/8.8 & EPO 4.0 Microsoft Security Essentials Microsoft System Center Operations Manager Microsoft System Center Configuration Manager
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PROFESSIONAL EXPERIENCE

Interior Health Authority – Government of British Columbia

2012 to 2021

IMIT Facilities Project Coordinator

Currently I hold the position of IMIT Facilities Project Coordinator for Interior Health Authority. The teams I manage are responsible for providing the following services to ISM clients:

- Managing Microsoft Windows Servers
- Messaging Services (Microsoft Exchange, BlackBerry Enterprise Server, Microsoft OSC)
- Virtualization Services (VMWare and Citrix)
- Web Services (IIS, FTP, SharePoint)

During this time, I have gained considerable knowledge and experience in the management of human resources (staffing), budgeting, forecasting, planning and project management from conceptualization to implementation.

- Responsible for managing four teams including;
 - Assigning workloads and responsibilities
 - Approving and signing off work hours
 - Scheduling and approving time off and holidays
 - Performance evaluations
- Responsible for forecasting team's budgets and well as monitoring expenditures.
- Investigated and resolved client concerns in collaboration with teams and other departments.

ISM Canada – Part of IBM Global Services

2010 to 2012

Manager – End User Services and Cloud Technologies (2010 to 2012)

Currently I hold the position of manager for End User Services and Cloud Technologies for ISM Canada. The teams I manage are responsible for providing the following services to ISM clients:

- Managing Microsoft Windows Servers
- Messaging Services (Microsoft Exchange, BlackBerry Enterprise Server, Microsoft OSC)
- Virtualization Services (VMWare and Citrix)
- Web Services (IIS, FTP, SharePoint)

During this time I have gained considerable knowledge and experience in the management of human resources (staffing), budgeting, forecasting, planning and project management from conceptualization to implementation.

- Responsible for managing four teams including;
 - Assigning workloads and responsibilities
 - Approving and signing off work hours
 - Scheduling and approving time off and holidays
 - Performance evaluations
- Responsible for forecasting team's budgets and well as monitoring expenditures.
- Investigated and resolved client concerns in collaboration with teams and other departments.
- Prepared written responses to client inquiries.
- Increased employee knowledge by assisting with development and implementation of documented policies and procedures.
- Enhanced employee performance and through daily mentoring, one-on-one discussions and motivational strategies.

Manager, Windows & Messaging Services (2008 to 2010)

For two years I held the position of Manager for the Windows & Messaging Services for the Information Technology Office. During my tenure the team responded to all the challenges of successfully integrating all Government of Saskatchewan Department IT environments into a world class IT Enterprise. During this time I gained considerable knowledge and experience in the management of human resources (staff), budgeting, forecasting, planning and project management from conceptualization to implementation.

- Responsible for managing the three team members including;
 - Assigning workloads and responsibilities
 - Approving and signing off work hours
 - Scheduling and approving time off and holidays
 - Performance evaluations
- Provide advice and guidance to team members on the interpretation and application of the Human Resource Manual, Public Service Act, PS\GE Collective Bargaining Agreement and Handbooks.
- Deal with PSC to obtain rulings on issues that are not clearly set out by any guidelines and inform employees of information received.
- Ensure that team members receive appropriate pay, as well as additional pay and applicable benefits in a consistent, timely and accurate manner in accordance with the Human Resource Manual, Public Service Act, PS\GE Collective Bargaining Agreement.
- Responsible for forecasting team's budget and well as monitoring expenditures.
- Investigated and resolved client concerns in collaboration with teams and other departments.
- Prepared written responses to client inquiries.
- Increased employee knowledge by assisting with development and implementation of documented policies and procedures.
- Enhanced employee performance and through daily mentoring, one-on-one discussions and motivational strategies.

Team Lead Windows Services (2006 to 2008)

For two years I have held the position of Team Lead for Windows Services for the Information Technology Office. During my tenure the team responded to all the challenges of successfully integrating all Government of Saskatchewan Department IT environments into a world class IT Enterprise. During this time I gained considerable knowledge and experience in the management of human resources (staff), budgeting, forecasting, planning and project management from conceptualization to implementation.

- Responsible for managing the three team members including;
 - Assigning workloads and responsibilities
 - Approving and signing off work hours
 - Scheduling and approving time off and holidays
 - Performance evaluations
- Provide advice and guidance to team members on the interpretation and application of the Human Resource Manual, Public Service Act, PS\GE Collective Bargaining Agreement and Handbooks.
- Deal with PSC to obtain rulings on issues that are not clearly set out by any guidelines and inform employees of information received.
- Ensure that team members receive appropriate pay, as well as additional pay and applicable benefits in a consistent, timely and accurate manner in accordance with the Human Resource Manual, Public Service Act, PS\GE Collective Bargaining Agreement.
- Responsible for forecasting Window Services' budget and well as monitoring expenditures.
- Responsible for providing senior technical assistance to various other teams within ITO such as the AMA Team, Service Desk, Desktop and Remote Desktop Groups and other teams within the Server Operations area.

- Responsible for providing, managing and monitoring Windows Services including but not exclusive to:
 - Active Directory Services (Support and Manage 9 Active Directory Domains)
 - Antivirus Services
 - Microsoft Windows Update Services
 - Third Party Application Support
 - SCOM, SMS and SCCM Support
 - Support for INTEL Based Servers
- Responsible for the implementation, management and maintenance of Active Directory group policies.
- Investigated and resolved client concerns in collaboration with teams and other departments.
- Prepared written responses to client inquiries.
- Increased employee knowledge by assisting with development and implementation of documented policies and procedures.
- Enhanced employee performance and through daily mentoring, one-on-one discussions and motivational strategies.
- Active employee member of Occupational Health and Safety Committee concern with maintaining a health and safe working environment for all staff.
- Received outstanding positive comments from team members, as well as exceptional feedback from senior management.

Network Analyst (2000 to 2006)

As a Network Analyst I was involved in maintaining and supporting the server and storage infrastructure, including all services and applications hosted on those devices, hosted by the Information Technology Office.

- Managed the integration of Northern Affairs IT infrastructure into ITO
- Active member of the team the implemented Active Directory for the Government of Saskatchewan.
- Active member of the team responsible for transition the Data Center from 1855 Victoria Ave. to the new data center at 1 Research Drive.
- Facilitated transferring servers to ITO when Departments integrated with ITO.
- Responsible for providing, managing and monitoring Windows Services including but not exclusive to the following:
 - Active Directory Services (Support and Manage 9 Active Directory Domains)
 - DNS, WINS, DHCP and IIS
 - Antivirus Services
 - Microsoft Windows Update Services
 - Third Party Application Support
 - Support for INTEL Based Servers
- Responsible for supporting and maintaining the FastT 900 SAN.
- Project lead for installing BES Services.
- Responsible for maintaining Magic Services (environment)
- Active employee member of Occupational Health and Safety Committee concern with maintaining a health and safe working environment for all staff.
- Active employee member of Union Management Committee concern with maintaining a healthy environment for all staff.
- Active employee member of the Diversity Committee.

Saskatchewan Northern Affairs – Government of Saskatchewan 1998 to 2000

Information System Coordinator (1999-2002)

IT Systems Coordinator with over 12 years of IT experience including experience in the areas of LAN and WAN, training, support, e-mail and security. Skilled in designing infrastructure and implementing technology to support large user groups, supporting users at headquarters as well as multiple remote locations throughout the province, and effectively managing IT budgets. Proven ability to translate business needs into technology requirements that support the Department's business objectives and to successfully manage all phases of IT projects from needs analysis and requirements definition to vendor selection, implementation, and training.

- Responsible for planning, developing, and implementing state of the art information solutions to facilitating better client support and communications.
- Lead cross-functional teams with diverse technical background while implementing IT solutions for staff and clients.
- Responsible for providing IT infrastructure management and support (networks, systems, web-hosting).
- Responsible for implemented teleconferencing solution between headquarter office located in Regina and regional office in La Ronge which reduced the departmental travel budget as well as providing an efficient means for senior management to meet and address client needs.
- Response for providing all application and system support and training.
- Employee Co-Chairperson for Occupational Health and Safety Committee.
- Employee Co-Chairperson for Union Management Committee.
- Represented Department on the provincial Emergency Planning Committee.
- Represented Department on the Security Charter Group (SCG) – Government of Saskatchewan.
- Represented Department on the Saskatchewan Government On-Line (GOL) Committee.
- Represented Deputy Minister of Northern Affairs on the Deputy Minister's Working Committee on Security (Terrorism).
- Central Vehicle Agency (CVA) Coordinator (responsible for a fleet of 7 government vehicles).

Municipal and Community Affairs – Government of Northwest Territories 1999 to 1987

Manager \Coordinator of Information Systems (1991-1998)

My first position with the Government of the Northwest Territories as Data Management Officer allowed me the opportunity to work in a department where the systems were, at that time, in a fledging state of development and implementation. Through dedicated hard work, consultation and cooperation, the Departmental IT infrastructure was brought to a state-of-the-art environment and was the model that all other departments adopted. This involved working with senior management and colleagues, preparing and presenting technical and funding proposals, budgeting and long range forecasting.

- Fulfill the position of Acting Director of Corporate Services in the Director's absences. When filling in for the Director of Corporate Services I was responsible for managing and supervising the following areas:
 - Finance Branch (6 staff)
 - Human Resource Branch (2 staff)
 - Information Technology Branch (3 staff)
- Responsible for IT decisions affecting a budget of over \$500,000 annually.
- Responsible for managing the two Microcomputer Technicians;
 - Assigning workloads and responsibilities
 - Approving and signing off work hours
 - Scheduling and approving time off and holidays
 - Yearly work plan and performance evaluations

- Provide advice and guidance to team members on the interpretation and application of the
- Human Resource Manual, Public Service Act, Collective Bargaining Agreement and Handbooks.
- Deal with Labour Relations (FMBS) to obtain rulings on issues that are not clearly set out by any guidelines and inform employees of information received.
- Ensure that team members receive appropriate pay, as well as additional pay and applicable benefits in a consistent, timely and accurate manner in accordance with the Human Resource Manual, Public Service Act, UNW Collective Bargaining Agreement.
- Responsible for the development and implementation of the IT section of the Department's 3 year strategic plan.
- Developed and implemented the yearly —Information Technology Plan.
- Developed and implemented —Hardware and Software Standards Policy.
- Developed and implemented the —IT Security Policy.
- Responsible for forecasting, budgeting and well as monitoring expenditures all IT expenditures.
- Responsible for providing all IT technical assistance.
- Responsible for the training and development of regional IT technicians.
- Responsible for providing, managing and monitoring of the Department IT infrastructure and services including but not exclusive to:
 - Windows Services (DNS,WINS)
 - Exchange Mail System
 - Antivirus Services
 - Third Party Application Support
 - INTEL Server Support
 - Networking Infrastructure
- Investigated and resolved client concerns in collaboration with management and other departments. Prepared written responses to client inquiries.
- Increased employee knowledge by assisting with development and implementation documented policies and procedures.
- Enhanced employee performance and through daily mentoring, one-on-one discussions and motivational strategies.
- Active employee member of Occupational Health and Safety Committee concern with maintaining a health and safe working environment for all staff.
- Received outstanding positive comments for staff members as exceptional feedback from senior management.
- Designed, installed, maintained and supported Windows NT 4.0 wide area network (Headquarters and 5 regions / 2 areas across the NWT).
- Installed, maintained and supported 160 Windows 95/NT client workstations.
- Installed, maintained MS Exchange Server 5.0 connecting all regions and areas.
- Installed, maintained ftp and web site for Department.
- Trained all incumbent for the Microcomputer Technician positions.
- Provided in-house training and support for Microsoft Operating system and Office Suite applications.

Microcomputer Technician (1989-1991)

As the Microcomputer Technician for Municipal and Community Affairs I was responsible for managing and maintain all IT related activities within the Department.

- Orchestrated the development of the Computer Systems Steering Committee, a subcommittee of the Executive Management Committee, responsible for overseeing IT implications which focused implementing the department's strategic business plans.
- Responsible for the purchase and installation of all microcomputer hardware and software.
- Responsible for all microcomputer hardware and software problems arising in HQ and the regions.
- Responsible for the purchase and installation of all microcomputer hardware and software.

- Provided in-house training to all staff WordPerfect, Lotus 123 and DOS.
- Responsible for the design, installation and maintenance of a Novell 4.0 local area network.
- Responsible for the design, installation and maintenance of 80 Novell client workstations.

Data Management Officer (1987-1989)

As the Data Management Officer for Municipal and Community Affairs I was responsible for managing and maintain information systems within the department.

- Responsible for the design of a strategic direction that led to the implementation of a department wide network which increased the support base from 5 microcomputer workstations to 80.
- System/software/database life-cycle.
- Managed all IT related projects.
- Responsible for system integration planning and implementation including the implementation of the first Land Related Information System (using RBASE and AutoCad applications).
- Responsible for the setup installation of all microcomputer hardware and software.
- Worked on numerous projects and committees providing statistical reports.
- Provided in-house microcomputer software training for more than 40 staff.
- Developed IT standards for microcomputer hardware and software as well as networking.

Policy Advisor (1987-1987)

As one of the policy advisor to the Department I directly support Senior Management by conducting background research and writing concept papers, presentations, internal communications, and policy-focused materials on governmental and departmental issues.

- Develop background materials and/or concept papers in support of specific topics or policies.
- Worked on numerous projects and committees providing statistical reports and research assistance.
- Serve as liaison for cross departmental policy development (managing the content and planning the agenda, communications, and materials).
- Ensure that the departmental directors and manager are updated on, and ahead of the curve regarding political issues raised in the Legislative Assembly.
- Ensure that the Deputy Minister is prepared for and briefed on information necessary to successfully navigate meetings, presentations, and other interactions internally and externally—on a daily basis.
- Complete writing assignments including, but not limited to, researching and developing first drafts of speeches, presentations, and materials for external and internal engagements.
- Write policy-focused materials.
- Draft regular communications from the Deputy Minister to update all staff on the major initiatives of the department and contribute to and implement an internal communications plan.
- Manage materials in preparation for and following Leadership Team meetings.
- Coached and mentored new employees in departmental policies and processes as well as government wide policies that affect the department.
- Perform other duties as assigned.

EDUCATION AND TRAINING

MANAGEMENT

2001 - 2001 Government of Saskatchewan, Regina, SK, CA
Course – Design, Write and Implement Corporate Security Policy.

1990 - 1990 Association for System Management, Toronto, ON, CA
Course – System Project Management.

1990 - 1990 Department of Education, Yellowknife, NT, CA
Course – Financial Management (Human Resource Management, Forecasting, Budgeting for Directors and Managers)
Course – Training for Service Contract Authorities.

1989 - 1990 Center for Advanced Professional Education, Edmonton, AB, CA
Course – Basic System Analysis.
Course – Advanced System Analysis.

TECHNICAL

2012 – SP3000 Structured Cabling Infrastructure Design (Recertified until 2021)

2012 – SP3801 Installing Premises Cabling Systems ACT 1 (Recertified until 2021)

2012 – SP3802 Certifying and Troubleshooting Premises Cabling Systems ACT 11 (Recertified until 2021)

2010 – Red Hat Linux System Administration (Course RH133)

2009 – Microsoft Exchange 2010: Configuring, Managing and Troubleshooting (Course 1013A)

2009 – Microsoft SQL 2008

2009 – Windows Server 2008 R2

2008 - Windows Server 2003: Automation & Administration Using Scripting (Workshop)

2007 – Proteus Enterprise IPAM Appliance (Workshop)

2007 – Windows Server 2003: Clustering Essentials (Workshop)

2007 – System Center Operations Manager 2007(Workshop)

2006 – Active Directory: Troubleshooting (Workshop)

2005 – Feb. Managing Microsoft Systems Management Server 2003

2004 – Oct. Managing and Maintaining a Windows Server 2003 Environment

2002 – Sept. Microsoft Professional Certification (MCP).

1993 - 1995 Novell Incorporated, Provo, Utah, USA
Novell Certified Netware 3.1 & 4.0 Administrator (CNA Certification).

Novell Certified Netware Engineer (CNE Certification).

1989 – 1992 National Radio Institute, Washington, DC, USA
Diploma – Masters Course in Microcomputers and Microprocessors.

1990 - 1990 Center for Advanced Professional Education, Edmonton, AB, CA
Course – Upgrading, Troubleshooting, Maintaining Local Area Networks.

1987 – 1988 University of Calgary, Calgary, AB, CA
Diploma – Land Related Information Systems.

UNIVERSITY

1977 – 1985 University of Victoria, Victoria, BC, CA
Bachelor of Arts – Major in Intellectual History
Bachelor of Science – Major in Psychology

PROFESSIONAL MEMBERSHIPS

Microsoft Certified Professional (MCP) – Since 2002
Association for System Management – Since 1989

OTHER WORK

2009 – Present Regina Early Learning Centre
Information Technology Consultant & Remote Support Desk

2004 – 2018 Rainbow Youth Centre
Information Technology Manager (Volunteer Work)

2000 – 2002 Kostas II, La Ronge, SK, CA
Part time Bartender.

1998 – 1998 St. John's Ambulance, Yellowknife, NT, CA
Industrial First Aid

1995 – 1997 Elk's Club, Yellowknife, NT, CA
Elks Member and Part time Club Bartender.

INTERESTS

Horse riding, motorcycles, computers/internet, building stain glass windows and reading.

REFERENCES

	Brian Lanktree Government of Saskatchewan Regina, SK brian.lanktree@gov.sk.ca 1-306-787-5080 (Work) 1-306-536-2336 (Cell)	
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Volunteer Work

Regina Qu'Appelle Health Regina (KidsFirst)

2009 to 2019

Information Technical Consultant

As a consultant I successfully developed and implemented an IT infrastructure which supports the needs of many of the KidsFirst agencies in Regina.

- Responsible for providing, managing, monitoring and supporting IT infrastructure and services agencies including but not exclusive to:
 - Desktop Support (Microsoft Windows 7 and Microsoft Office 2010)
 - DNS, WINS and DHCP
 - Antivirus Services
 - Microsoft Windows Update Services
 - Email Services Support
 - Third Party Application Support
 - Network Infrastructure support including wireless access points
- Responsible for the implementation, management and maintenance of all desktops.
- Investigated and resolved client concerns in collaboration with program managers. Prepared written responses to staff inquiries.
- Increased employee knowledge by assisting with development and implementation documented policies and procedures.

Aboriginal Family Services Centre

2009 to 2019

Information Technical Consultant

During my tenure as consultant I successfully developed and implemented an IT infrastructure which supports the needs of the Aboriginal Family Services Centre management and staff.

- Responsible for the implementation, management and maintenance of all desktops (8 workstations).
- Investigated and resolved client concerns in collaboration with program managers. Prepared written responses to staff inquiries.
- Increased employee knowledge by assisting with development and implementation documented policies and procedures.

Rainbow Youth Center

2005 to 2018

Information Technical Consultant

For the last six years I have held the position of Manager of Information Systems for the Rainbow Youth Center. During my tenure as Manager of Information Systems I successfully developed and implemented an IT infrastructure which supports the needs of the Rainbow Youth Center management and staff.

- Responsible for providing, managing and monitoring Windows Services including but not exclusive to:
 - Active Directory Services
 - Group Policy Services
 - DNS, WINS and DHCP

- Antivirus Services
- Microsoft Windows Update Services
- Microsoft Exchange Services
- Third Party Application Support
- Support for INTEL Based Servers
- Microsoft Hyper-V Services
- IIS Services
- Network Infrastructure support including wireless access points
- Responsible for the implementation, management and maintenance of 5 physical servers and 4 virtual servers.
- Responsible for the implementation, management and maintenance of all desktops (43 workstations).
- Investigated and resolved client concerns in collaboration with program managers. Prepared written responses to staff inquiries.
- Increased employee knowledge by assisting with development and implementation documented policies and procedures.