

PERSONAL DETAILS:

Steve Clarke - Strata Manager

Telephone: **0410 436 471** Home: **9938 – 6406** Email: steve.clarke7@gmail.com
10/7 Funda Place Brookvale 2100

REFERENCES: Available on request

CAREER SUMMARY

A highly versatile IT Professional who is looking for a career change. At 59 years of age have just completed the ISTM Certificate of Registration – three units for entry level with the certificate dated 27th November 2009. A strong IT background in application design and coding extended into production control, desktop support, Service Desk analysis and Change Management. Worked for major companies in various IT positions for over 35 years. Experienced in business analysis and business requirements documentation, system design, coding and user acceptance testing and having worked for the last 10 years as an IT Technical Change Manager.

A sociable non-smoking team player who has many transferable skills to bring to Strata Management. I have enjoyed undertaking large building projects as a home builder and I am still very active as a golf club member. I attend the gym regularly and enjoy socialising, dinners and theatre. A diligent hands-on administrator with strong organisational methods, excellent people and communication skills with a wide knowledge of business and the building trade. I have a keen interest in Strata Management as I am currently organising the Owners Corporation Home Warranty Insurance claim with Vero Insurance.

SKILLS SUMMARY *includes...*

- **ISTM CPP07 Property Practice – Certificate of Registration**
- Current **Chairman of the Executive Committee** of the Owners Corporation from April 2006.
- **Chairman of Body Corporate** from 1997 to 1980.
- **Confident chairperson of meetings** as chairing meetings was part of my role for last 10 years.
- Proficient in **Exchange Outlook**, Lotus Notes, Word and Excel and fast and efficient typist.
- Trained and practiced in **EEO and Health, Safety & Environment** policies and procedures.
- Current **Justice of the Peace** - appointed in 1980 and re-appointed in 2006.
- Experienced in risk, impact and conflict management and dealings with organisational change.

PROFESSIONAL TRAINING AND QUALIFICATIONS

2009 **CPP07 Property Practice Certificate of Registration – dated 27 Nov 2009**
2009 **current member of Institute of Strata Title Management Ltd**
2006 Senior First Aid Certificate – St. John Ambulance Australia
2005 **Consulting (Negotiations) Skills** 3 day live-in course held in Victoria
2000 **AGL OHS&E – AGL Internal course in Health, Safety & Environment (also in 1996)**
1998 **Chemicals Management “CHEMWATCH” level 2 accreditation**
1998 **Workcover Authority** accredited course for OH&S Workplace Committee
1995 **Effective Public Speaking – 3 month course**
1995 **Negotiation Skills Workshop**
1978 **Certificate in Business Management**, North Sydney College of TAFE (4 years)
1973 Diploma Computer Programming Technology, Control Data Institute
1971 National Service - Royal Australian Signals – Regimental and Keyboard Operator
1968 Higher School Certificate, St. Augustine’s College, Sydney

PROFESSIONAL EXPERIENCE

*August 2007 – to August 2009 **University of N.S.W. (UNSW)***

Position: IT Change Manager (contract position – 2 years)

- As the contract Change Manager for the University I managed the process of all IT changes to the three centralised computer data centres and approved all changes.
- I was totally responsible for the formal and non-formal Planned Maintenance email and web notifications for both outages and non-outage impact implementations affecting over 6,000 staff, (management, Faculties, Divisions) and 40,000 students.
- Kept the Web page of Planned Maintenance outages to Student and Student Administration updated.
- Chaired the weekly CAB meeting of upcoming changes to discuss timing, risk, impact, notification, backup and approval.
- Conducted Post Implementation Reviews (PIRs) of changes causing significant issues.
- Developed a strong working knowledge of the UNSW organisational structure while developing professional relationships with all levels within IT at UNSW and management and IT key contacts within other Divisions and our Faculties.
- Published procedures on Emergency changes and fast-tracking of urgent changes.
- Proficiency with CA Service Desk, HP Open View, Peregrine ServiceCenter and IBM's ManageNow.
- Provided Management reporting and advice on procedures to meet Operational Level Agreements (OLAs).
- In 2008 and beyond assisted in the selection process for the new Service Desk tool and its implementation and detail procedural design.

*October 2006 – May 2007 **IBM Corporation***

Position: Change Manager

- Seconded from AGL to act as the Change Manager for two major clients I managed and approved all if their IT changes.
- Chaired the weekly Change Advisory Board (CAB) meeting (covering 4 states).
- Kept both clients and IBM Service Delivery Managers fully informed of changes that could have a cross-impact on their environments.
- Proactive in helping both clients understand IBM's change policy and the technical requirements of IBM's ManageNow system.
- Individually helped all colleagues creating changes to address risk and impact analysis to comply with IBM procedures.
- Extensive dealing with senior management within IBM and client management.

January 1984 – May 2007 **Australian Gas Light Company (AGL) - 23 years**

Positions: Analyst/programmer, Desktop Support, Help Desk Analyst, Business Analyst and Change Coordinator/Manager

Professional Training and Qualifications:

2005 Fagan Defect-Free Progress, Michael Fagan & Assoc

2003 ITIL Foundation Certificate & 2003 - ITIL Service Management – Change Management

2001 Peregrine ServiceCenter – SC3 Change Management & 2001 - SC3 System Admin

2000 Peregrine ServiceCenter – Introduction to SC3 & 2000 - Tailoring SC3

7 years as the Change Coordinator/Manager for all national data centres, 13 years as an AP in applications, 2 years in desktop support as a help desk analyst with special duties and 1 year as a business analyst. Chaired a national weekly CAB and controlled all changes to infrastructure and applications nationally for last 7 years. Prior to that; business analyst with Analytical Services and one year on the Help Desk. Analyst Programmer and Team leader in Applications Development teams.

June 1981 - December 1983 **Total Australia Ltd and Ampol**

Position: Systems Analyst. Designed a Debtor's Application using Pride Methodology and Cobol. After Ampol's acquisition of Total in January 1983 was retained for one year to convert required applications to Ampol's IBM 3031 under MVS-SP.

January 1979 – May 1981 **Datec Pty Ltd**

Position: Project Leader. 2.5 years with the one Government client. The client had no IT staff. Functioned as the IT Manager for this large Government superannuation board. Managed all day to day operations as well as two Datec programmers.

July 1976 – January 1979 **Computer Science of Australia (CSA)**

Position: Programmer / Analyst. First 15 months in CSA with their Contract Division with eight separate clients. Next a 15 month stint supporting AMP Fire and General systems running on their 360/50s while providing full after hours on call support.

November 1973 - July 1976 **Union Carbide Australia**

Position: Programmer. Employed while still completing computer diploma course with Control Data. Cobol programmer writing new applications to run on their IBM 360/25. Also given computer operator duties during peak periods.

Prior to November 1973. **Commonwealth Bank and National Service**

Prior to completing computer studies worked for the Commonwealth Bank as a teller while studying Accounting at Seaforth Tafe.

This time included National Service in the **Royal Australian Signals Corp.** Trained Telex and Operator Keyboard duties.