HAIDER QAMBAR

ICT Professional | Infrastructure, Networking & Cyber Security

Canberra, ACT · Australian Citizen · Contact details available on request

PROFILE

ICT professional with over seven years of experience designing, implementing and supporting enterprise ICT infrastructure across multi-site aged care environments. Extensive expertise in Microsoft 365, Windows Server, Active Directory, networking, cyber security, cloud technologies and infrastructure project delivery. Proven ability to lead technology initiatives, modernize ICT environments, improve operational resilience and work collaboratively with internal stakeholders and external vendors to deliver secure, reliable and scalable solutions.

EMPLOYMENT

Warrigal — ACT / NSW

October 2023 – Present · **ICT Support Officer**

Lead ICT operations across five regional sites, delivering end-to-end IT services and support, network transformation and infrastructure project delivery.

- Manage network transformation projects, including SD-WAN and firewall upgrades.
- Manage networks including Ubiquiti and Cisco.
- Implement system upgrades and enhancements, reducing downtime and improving service delivery.
- Provide training to staff, streamline IT asset management, and oversee third-party applications.
- Set up new user IDs for systems and site access controllers.
- Advise on upgrades, fetch quotes, install and report on improvements.

Key Achievements

- Successfully planned and delivered the migration of St Andrews Village infrastructure into the Warrigal ICT environment.
- Led the end-to-end site network migration and infrastructure implementation for a site transitioning from a smaller facility into a larger business environment.
- Designed new network architecture and coordinated physical infrastructure upgrades including installation of enterprise switching.
- Consolidated the site into a Ubiquiti network, designed and tested VLANs through Fortinet, and subsequently migrated VLAN routing into the Cisco environment.
- Decommissioned legacy switching, the legacy DHCP service and the on-premises file server, and conducted Wi-Fi heat mapping to plan AP placement and coverage.
- Led UPS infrastructure upgrades across five regional sites, improving resilience and business continuity.
- Assisted with WLC migration.
- Coordinated Panasonic PABX migration to Mitel telephony, acting as the primary technical lead for Hughes.
- Delivered rollout of the new Spectralink licensed DECT platform replacing legacy handsets.
- Assisted with migration from PCS to Telstra Clinical Manager and from WebsterCare MedSig to Telstra Health MedMobile.
- Coordinated deployment of managed iPads through Telstra MDM across multiple regional sites.
- Designed and implemented a Logitech Rally Bar meeting room AV upgrade, delivering integrated camera, audio and room control with support for both Microsoft Teams Rooms and Zoom Rooms.
- Coordinated rollout of new enterprise printers and infrastructure refresh initiatives.
- Produced comprehensive network documentation including physical and logical network topology.

St Andrews Village — Hughes, ACT

February 2019 – October 2023 · **IT Manager**

Sole on-site ICT lead, managing infrastructure, projects, vendors and after-hours support for business-critical systems.

- Administered Windows Server, Active Directory, Exchange Server, Microsoft 365, SharePoint and Microsoft Teams.
- Successfully planned and delivered migration from on-premises Exchange Server to Microsoft 365.
- Designed, implemented and maintained Netgear, D-Link and Ubiquiti switches, Ubiquiti wireless infrastructure, VLANs, firewall configurations and network security.
- Produced comprehensive physical and logical network documentation and infrastructure procedures.
- Designed and implemented Microsoft Intune Mobile Device Management including enrolled Apple and Samsung device fleets, compliance policies and security baseline controls.

- Implemented centralised mobile device management following the organisation’s migration to Microsoft 365, replacing an unmanaged approach for corporate phones and tablets.
- Developed and implemented the organization's Cyber Security Policy aligned with ACSC Essential Eight principles.
- Managed electronic access control systems, CCTV, Panasonic PABX, Spectralink DECT infrastructure and enterprise telephony.
- Planned and delivered ICT projects including server upgrades, Zipline, SALTO, Genetec, SharePoint, HR systems, clinical systems and Microsoft 365 initiatives.
- Designed, developed and maintained the organization's public website, domain infrastructure and hosting environment.
- Developed SharePoint portals for policies, documentation and HR onboarding while maintaining relationships with external software vendors.
- Automated business processes using Microsoft technologies and API integrations, reducing manual administrative effort.
- Produced Board ICT reports, infrastructure documentation, operational procedures and disaster recovery documentation.
- Participated in ACT digital health initiatives with government stakeholders, providing technical input into telehealth and digital health solutions.
- Established and chaired the Workplace Health and Safety Committee while supporting organizational compliance and governance.

Greenclouds Solutions — Australia

2026 – Present · **Founder**

Lead end-to-end digital solution delivery for Australian businesses, providing website development, hosting, maintenance and ongoing technical support.

- Design and develop responsive, professional websites tailored to individual business requirements.
- Manage projects end-to-end, from requirements gathering and solution design through to development, deployment and ongoing support.
- Configure website hosting, domains, business email and associated digital services.
- Develop and maintain websites using modern web technologies, with a focus on usability, performance and responsive design.
- Provide ongoing website maintenance, content updates, troubleshooting and technical support.
- Implement SEO and digital presence strategies to improve business visibility and customer engagement.
- Work directly with business owners to translate operational requirements into practical and cost-effective digital solutions.
- Manage the full client lifecycle, including solution planning, implementation, documentation and ongoing relationship management.

EDUCATION

University of Canberra, ACT
Graduate Certificate in Cyber Security
July 2023
Focus on overall need and impact of Cyber Security in modern world

KENT Institute Australia, Sydney, NSW
Bachelors of Accounting
Dec 2018
Focus on business accounting procedures and law. Dean’s List for Outstanding Academic Performance

KENT Institute Australia, Sydney, NSW
Bachelors of Business: Information Systems
July 2017
Focus on business analysis and information technology. Dean’s List for Outstanding Academic Performance

Pacific College of Technology, Auburn, NSW
Advance Diploma in IT: Network Security
October 2015
Focus on Network architecture and Security implementations

Pacific College of Technology, Auburn, NSW
Diploma in IT: Networking
September 2014
Focus on Networking Practices and Processes

TECHNICAL SKILLS

Infrastructure & Cloud
Windows Server, Microsoft 365, Microsoft Entra ID (Azure AD), Active Directory, Exchange Server & Exchange Online, Microsoft Intune, Azure, AWS, SharePoint, Microsoft Teams, Citrix

Networking
Cisco Switching, Ubiquiti Wireless, Fortinet Firewall, SD-WAN (VeloCloud), VLANs, TCP/IP, DNS, DHCP, VPN, Enterprise Wi-Fi

Cyber Security
ACSC Essential Eight, Information Security Manual, Security Policy Development, Identity & Access Management, Mobile Device Management, Risk Management, Electronic Access Control, CCTV Systems, Infrastructure Security

Enterprise Platforms
ServiceNow, Mitel, Panasonic, Spectralink, Ascom, Genetec, SALTO, Integrity, Tecom, Clinical & HR Systems

Professional Skills
Infrastructure Engineering, Systems Administration, IT Service Management (ITIL Environment), Technical Documentation, Vendor & Stakeholder Management, Project Delivery, Business Analysis, Process Automation, Root Cause Analysis, Continuous Improvement

ADDITIONAL INFORMATION

Languages	Fluent in English, Urdu and Pashto. Good in Arabic
Driving Licence	Yes
Other Registrations	WWVP Card
Residential Status	Australian Citizen
References	Available upon request