Andrew Badge

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Senior IT professional of the Events, Health, Biotech and MSP industries with a passion for technology, IT Security, Cloud transformation and automation. I am hands-on with deep technical knowledge and love leading a team to success. I can provide expertise in all levels of IT with the ability to translate business challenges into technical solutions in easily explainable language.

Skills

- IT / ICT Management
- Product Ownership and Software Development Management
- Service Design and Management including Managed Service provider experience

- Solution Architecture
- Public (Azure), Private Cloud and Data Centre
- Security Architecture including experience with the ISM, ASD8, Pen-Tests and IRAP assessments

Experience

NB: see LinkedIn for a more comprehensive view of all roles. Titles of the roles vary as many organisations used various terms for the same responsibilities. All roles include various levels of responsibility including hands-on work.

MARCH 2021 – NOVEMBER 2024

ICT Manager
Melbourne Royal ®, Ascot Vale VIC

Leading the IT team with responsibilities for Software Development, IT Infrastructure, Cloud and Venue management in a not-for-profit organisation. A Member of the Senior Leadership team driving value, reliability and utility of services for the organisation and events. Additionally working at the Senior Engineer and Architect performing hands-on work in Cloud, On-Premise, Networking and CCTV at scale.

Highlights:

- Implementation of secure Documentation and Secret stores, repeatable process, Incident Response Processes and Standard Operating Procedures
- Implementation of desktop management to be Cloud focused to support working from home using Microsoft 365 services (Intune).
- Led Audits (ASD8, Compliance, Risk and Audit); implementing strong controls including a complete firewall and networking restructure.
- Rationalized IT services moving to SaaS products providing agility while saving money.

APRIL 2019 – MARCH 2021
Service Delivery Manager
Exigence IT, Melbourne CBD VIC

Leading Service Design, Service and Technical Quality in a Managed Services team focused on Biotech and Health clientele.

Responsible for security focused; ITIL based service delivery and designs, management of PSA and RMM tooling as well as the surrounding ecosystems from ConnectWise, BrightGauge and IT Glue. Working as the Senior Technical Lead for Projects and Infrastructure.

Highlights:

- Team management including the introduction of Agile principles
- Service scoping and Design and documentation including the templating of agreements.
- Introduction of standardisation of technical policies and assets through significant technical implementation guides (STIGs).
- Refactoring of onboarding processes to improve quality of service
- Implemented Simplesat for Customer Satisfaction surveys for clients and internal project reviews.
- Review and Implementation of Services including Blackberry Cylance Protect, AlienVault OSSIM with NXLog

MAY 2017 – APRIL 2019
Chief Architect – Pharmacy
Fred IT Group, Abbotsford VIC

Providing Technical Architecture, guidance and leadership for internal product development teams as well as key customer clients and projects.

Responsible for several key software development projects as a Product Owner and Cloud Engineer delivering technical capabilities for Dynamics AX / Dynamics 365 (ERP) and Identity with Azure AD.

Highlights:

- Participation and remediation for Solution Pen-Tests through the vendor Threat Intelligence
- Design and implementation of a multi-tenant, multi-client Web Authentication and Authorisation solution leveraging Azure AD and Microsoft Azure AD Security Centre and utilizing Conditional Access Policies and MFA.
- Design of onboarding, change and management processes for Pharmacy Identity functions.
- Solution Architecture for key clients including Ramsay Health, Sigma Pharmaceuticals and Priceline Pharmacy

MAY 2017 – APRIL 2019
Product Manager – Technology and Services
APRIL 2013 – DECEMBER 2016
Chief Information Security Officer (NPDR)
Fred IT Group, Abbotsford VIC

Overseeing the IT Security for a major project that requires a Baseline security clearance. Involvement in the design and project scoping with NEHTA and DoD representatives.

Operationally as the CISO, while acting as the Technical Architect and Lead Infrastructure Engineer to deliver ISM compliance.

Highlights:

- Successful solution design meeting the Department of Defence and ISM requirements along with NEHTA stakeholders.
- Successful IRAP assessment of the implemented solution.
- Presented company-wide security awareness training
- Successful operation of the solution and hand-over without a security incident.

AUG 2015 – JUL 2016
Technical Product Lead – Innovation and Strategy
MAY 2014 – AUG 2015
Services and Devices Lead
2010 –2014
General Manager IT Infrastructure and Services
General Manager IT Infrastructure
Fred IT Group, Abbotsford VIC

Responsible for Fred's internal IT Management and strategy, Managed Services for Retail Pharmacy clients delivering Fred's private cloud based on Hyper-V and VMWare, LAN / WAN and telecommunications infrastructure; as well as initiating Fred's transition to Office 365, Skype for Business and Azure based services. Working as the Service Delivery Manager and Senior Infrastructure Engineer for Projects and Infrastructure.

Highlights:

- Design and Implementation of Fred's Private Cloud in Hyper-V and VMWare.
- Design and Implementation of Enterprise Hybrid On-premise to Cloud Identity.
- Implementation and adoption of Multi-factor authentication organization wide.
- Implementation and design of Fred NET (Virtual ISP) including Radius authentication, Routing, Packet-Shaping and Firewall design.

2009 – 2010
Infrastructure and Systems Manager
1998 –2008
Systems Development Manager
Technical Consultant
Fred IT Group, Abbotsford VIC

Career Highlights

- Tenure of **23 years at Fred IT Group** leading Retail Pharmacy Development, Infrastructure and Systems, Cloud, ISP, Managed Services and Architecture
- Delivered 3 successful Melbourne Royal Show events including 2022 (first event post COVID)
- Decision maker and Implementation of ConnectWise and LabTech to deliver managed services at scale (15000 endpoints, 1000 servers, 5000 anti-virus agents).
- Development and Implementation of a backup Managed service for 1000 customers (180TB of Backup data)
- Development and Implementation and Fred Wireless (Retail WIFI) managed service using Xirrus devices for 700 sites
- Development and Implementation of a Multi-tenant Azure AD Identity (Authentication and Authorisation) service for web-based applications and API services
- Successful DoD IRAP assessment for the eRx eHealth gateway
- Design and Implementation of a virtual ISP (Fred Net); Australia's largest Pharmacy ISP

Education

Bachelor of Computing (Information Systems) - Monash University
ITIL v3 Certification – Advanced Training
Project Management – Chifley Business School
Leadership Development Program – Leadership Training Australia
Effective People Management - AIM

References

References are available upon request