

Edmund Hintz

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Profile

Information Technology manager with 20 years professional experience in both direct technical roles as well as management of highly technical staff. Excellent communications skills with the ability to bridge technical staff with customers internal or external. Management experience includes Emergency Response scene management, trained in New Zealands Coordinated Incident Management System. Significant career involvement with open source technologies and solutions.

Competencies

Strategic Direction

Leadership in organizational strategy, particularly in regards to technology and solution application

Practical Management

Skilled at translating technical idealism to practical real world application

Business continuity

Ability to tactically plan for business continuity and emergency preparedness

Technical Planning

Significant experience in provision of technical administration and profiling

Leadership of Technical Staff

Strong rapport with technical staff and community, ability to "lead from the front" in technical environments

Risk management and mitigation

Fluency in risk identification and mitigation (including life threatening)

Analytic application

Translation of data collection to tactical direction and execution, including business case development

Candid leadership

Proven history of straightforward analysis, not afraid to voice a politically incorrect viewpoint

Composure under Pressure

Demonstrated ability to manage to successful completion high profile and charged incidents (including life threatening)

Open source solution provision

Long and successful history of adapting open source solutions to organizational challenges, with resulting savings

Communication

Extremely strong communication skills, particularly written

Qualifications

2014	Tai Poutini Polytechnic National Certificate in Business (Front Line Management) (pending)
2010	Station Officer Variant 2 New Zealand Fire Service
2002	Infosec Assessment Methodology US National Security Agency
1994-1997	Operatic Vocal Performance University of Texas at Austin

Employment History

2015-Present IP Network Engineer
TradeMe

National internet auction site

Responsibilities

- Daily operations of systems with 24/7 availability
- Management of national network with 24/7 availability

Achievements

- Implemented network monitoring and graphing
- Resolved long standing BGP issues causing packet loss on network failure conditions

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2009-2015 Operations Manager – Araneo Wireless BU
TeamTalk Ltd

Wholesale wireless network provider

Responsibilities

- Daily operations of national network, over 700 nodes and 24/7 availability
- Management of 5 technical field engineers and 2 network/development staff
- 3rd tier response, ultimate responsibility, for 24/7 and high availability customers
- Management of national OSPF network
- Provision of network diversity for high profile government customers

Achievements

- Improved operational performance resulting in service improvement and reduced fault callouts
- Stood up network services for emergency responders within 36 hrs of CHC earthquake

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2008-2009 Senior Systems Administrator/Team Lead
eServ Global SAS

Value added service provider to major telcos and mobile operators

Responsibilities

- Team leader for NZ and Asia Pacific systems administrators
- Maintenance and rollout of hosts, physical and virtual

Achievements

- Managed ISP migration project resulting in \$40,000/yr savings to the organization
- Managed migration to VOIP systems, with \$50,000/yr savings to the organization
- Managed migration of over 50 ipsec customer VPNs to new ISP

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2005-2008 Unix Systems Administrator
OneSquared Ltd

Internet service and colocation provider

Responsibilities

- Unix systems and network administration
- Maintenance and implementation of data centre resource
- Development of and migration to VMWare ESX virtual infrastructure
- Management and development of backup, monitoring, and paging systems

Achievements

- Successful VOIP design and implementation
- Designed comprehensive rsnapshot based backup solution for the enterprise

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2000-2003 Unix Systems Administrator
Natus Medical Inc

Medical device development and manufacture

Responsibilities

- Unix systems and network administration
- Network architecture design
- Network security
- Business continuity planning and management
- Adaptation of open source solutions to business needs
- Corporate security team member

Achievements

- IPSEC vpn rollout to worldwide sales staff
- Deployment of LDAP directory solution
- Developed and deployed spam mitigation solution
- Implementation of comprehensive disaster preparedness, including standby generator for data center

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1999-2000 Desktop Support/Sysadmin
WildBrain Inc

Digital animation studio

Responsibilities

- Desktop support and security
- Server maintenance and provision
- Workstation procurement and provision

Achievements

- Successful response to network intrusion
- Deployment of network security infrastructure

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1996-1999 Escalation support engineer
Apple Computer Inc

Maker of Macintosh

Responsibilities

- Internal helpdesk to Apple Support engineers (internal and outsource)
- Escalation support to executive relations and for high profile customers

Achievements

- Developed and deployed linux based tools for support staff
- Managed team lab
- Lead tech in establishment of Sacramento based escalation team

1994-1997 Webmaster, Macintosh consultant
Mathematrix Inc

Mathematical software developer

Responsibilities

- Deploy and maintain company www and mail services

Achievements

- Assisted in porting FORTRAN software to Macintosh platform

Interests

2010-Present Station Officer
New Zealand Fire Service, Plimmerton Volunteer Brigade

Emergency and disaster response

Responsibilities

- Operational response to and command of fire service incidents
- Risk mitigation to both fire service personnel and general public
- Strategic membership in brigade management committee
- Crew management and training
- Incident command and safety officer

Achievements

- Operations command for 2nd alarm residential fire, 9 appliances in attendance
- Safety officer for major scrub fire, 15 appliances in attendance
- Regularly officer in charge of Plimmerton appliance at incidents
- Raised \$38,000 in funding to purchase brigade operational support vehicle

Aside from volunteer firefighting, studied operatic vocal performance at UT Austin. Have performed as an operatic Tenor soloist in the Los Angeles, Austin TX, and most recently Wellington region. A notable highlight was singing Tenor soloist with Vector Wellington Orchestra and Tudor Consort at Town Hall, which was later broadcast nationally by Radio NZ. Also sang regularly with NZ Opera's Chapmann-Trip Chorus from 2005-2010, including understudying a solo role for Eugene Onegin. Have been performing as lead vocalist for Wellington based heavy metal band Red Dawn since 2012.

Studied for Private Pilot-Rotary Wing in California, with 55 hrs flight time including solo in Schweizer CB300 series helicopters.

Referees - Available upon request