Brian Simon

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Professional Summary

Head of Information & Communications Technology with over ten years’ experience in implementing and supporting IT solutions. Currently a member of Senior Management Team and a member of IT Steering Committee . Proven track record of delivering IT projects and efficient operations management in line with organization’s goals and objectives. Ability to strategize with available resources within budget to meet medium and long terms goals of the organization through research, innovations and staffing & appraisal. Capable of delivering cutting-edge technology to automate and streamline business process for efficiency & effectiveness that drives internal and external customer satisfaction and meet stakeholders’ expectations.

Core Competencies

Strategic planning| Capex/Opex Management| Business Process Engineering| End-User Training| Cyber Security| Performance Improvement| Team Building & training| Quality Assurance| Report Automation| Risk Management| Disaster Recovery| Project Management| Enterprise Solutions| Policy Governance & Regulatory compliance| Infrastructure Management| Microsoft 365| Unified Threat Management| Unified Communications

Work History

**February 2022 – Current** **Head of Information & Communications Technology ( Member of Senior Management Team and member of ICT Steering Committee)**

**National Development Bank Limited, Port Moresby Papua New Guinea**

Provide leadership and vision, oversee planning and guide the development of information and operational technology services throughout NDB;

* Develop and implemented ICT strategy as aligned to NDB goals and objectives
* Provides timely advice and guidance to the business and Executive Management Team on technology related matters.
* Implement and coordinate ICT annual Capital expenditure(Capex) and Operations expenditure (Opex) .
* Lead the Technology function to improve the quality and timeliness of service and leverage technology investments to further enable NDB’s business operations.
* Direct and oversee core banking systems upgrades, integration and end user training.
* Coordinate and oversea business application( Accounting System, HR System, Property Systems) upgrades and integrations.
* Direct the operations and maintenance activities for all technology systems (hardware, software, and networks) to ensure reliability, availability, security, and recovery capability.
* Direct the development and implementation of information, application, hardware, and network architectures.
* Is responsible for operational technologies such as Banking Systems, Accounting System, Email System, and communication and other operational systems.
* Direct the development, implementation, and maintenance of a set of standard operating environments for data, hardware, software, networks, documentation, and project management methodology.
* Prepare comprehensive, long run plans for addressing information technology needs and assists NDB in utilizing technology for reducing the cost structure and improving technology services.
* Conceptualize, articulate, and develop a five-year capital investment plan for technology with an ambitious, yet achievable migration plan.
* Plan and responsible for implementing approved information systems which produce meaningful and timely information for users to carry out NDB objectives and responsibilities in a cost-effective manner.
* Establishe and maintain goals, objectives and plans for carrying out the functions of the Department, consistent with the strategic plan and overall goals of NDB;
* Collaborate with Senior Management in the technology planning process and evaluates and report on promising information technology for NDB;
* Oversee the selection, implementation, and integration of new systems, including continued identification and assessment of new technologies, including banking specific technologies.
* Manage relationships with outside organizations and vendors in developing and improving information technology services to NDB; retains and directs activities of external consultants and vendors as required.
* Direct NDB's management information systems. Evaluate automated information technology and information management needs. Coordinates requirements with NDB Divisions and Departments and technical providers.
* Assure compliance with NDB policies and procedures regarding equal employment opportunity and discrimination and harassment prevention.
* Select, supervise, train, motivate, assign, evaluate, counsel,and discipline staff; ensure the development of professional staff, including technical skills and an understanding of the business process.
* Develop and administer the annual departmental budget; approve the forecast of funds needed for staffing equipment, materials and supplies; approve expenditures and implements budgetary adjustments as appropriate and necessary.
* Performs related duties as required.

**October 2018 – September 2021 IT Security & Network Manager**

**National Development Bank Limited**

**Port Moresby, Papua New Guinea**

 ***Strategies & Planning***

* Collaborated with IT Steering Committee and Senior management to assess near and long-term network capacity needs.
* Created and maintained documentations for network configurations, network mapping process and service records.
* In collaborations with internal audit department, to assess and implement General Computer Controls
* Developed, implemented and maintained policies, procedures and associated training for network administration, usage and disaster recovery.
* Proposed and write business cases to senior management, to source ICT business applications and solutions as required by bank .Collaborated and coordinated with stakeholders, other financial entities and Central Bank for compliance, policies and solutions that governs the ICT operations in finance and banking sector.Planned and coordinated ICT internal and external audit procedures and guidelines.

***Acquisition & Deployment***

* Introduced and implemented 4G VPN Solutions in December 2020 for NDB Group that covers 23 branches that cut cost by 87.5% from Digicel MPLS Branches network link which results in overall user efficiency.
* Coordinated and implemented Head Office internet service that improves overall outbound/inbound throughput by 20% since January 2020 that also resulted in 40% cost reduction.
* Coordinated sourcing and implementation of Unified Voice and Communications systems in 2019 that improves NDB group telecommunications efficiency by 30% and reduced cost by 30%.
* Successfully coordinated outsourcing and installations of automated system that improves business process engineering concept introduced in 2016.
* Managed & administered daily ICT & Communications operations and junior IT support staffs in my department.
* Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.

* Designed and deployed corporate LANs, WANs, and wireless networks including servers, routers, switches, UPS, Firewalls, Access Points, SIP/VoIP (PABX), VLAN, and VPN.
* Conducted researches on network products, services, protocols, and standards to remain a breast of development in ICT network and communications industry.
* Oversee new and existing equipment, hardware, and software upgrades
* Designed, implemented, and maintained SIP/VoIP system
* Designed, implemented and maintained Audio/Video Systems

**April 2011 – October 2018 Network Administrator (Team Leader B)**

**National Development Bank Limited**

**Port Moresby, Papua New Guinea**

***Operations Management and Support***

* Administered and managed Network & Systems operation daily report to higher management on timely bases.
* Management & record update of software & hardware licenses, subscriptions and contract related to service level agreement (SLA) of Service providers.
* Coordinated and supervised ICT projects and update higher management and project steering committee on timely bases.
* Coordinated and facilitated outsourced projects and ensure service providers deliver quality service with available resources in a timely manner.
* Facilitate meetings with internal staffs and external service providers and clients to ensure timely updates and information is available to effectively deliver projects and tasks of ICT.
* Manage and coordinate monitoring & reporting systems and ensure appropriate actions are taken to mitigate ICT system failure.
* Manage call accounting systems for voice/phone lines and provide reports on timely bases.
* Analyze & report ICT health status and usage reports to higher management on a timely bases.
* Tasks & project documentation and archiving.Supervise and lead ICT support team in ICT projects and tasks, System/Network and Server Administration
* Supervise and lead ICT support team in ICT projects and tasks System/Network and Server Administration.

**August 2009 – August 2011 IT Support Officer**

**MAF Technologies (Formerly known as Christian Radio Missionary fellowship**

**Goroka, Eastern Highlands Province**

**Papua New Guinea**

***Operational Support***

* Network Support for the Organization and external clients
* Wireless Network Installation for Mission Based Organizations, NGOs and Commercial Enterprises
* HF & VHF Radio Installations assistance for remote PNG communities and clients
* Configure Internet Services Access Remote Missionaries, NGOs and Commercial Enterprise
* Windows based Mail Server and UUPlus Mail Administration and Support
* Linux ClearOS Proxy Server Administration and Support
* Web based Barracuda Mail Filter administration and support
* Microsoft Product Installation and Support
* Software and Operating System Configuration and Support
* Microsoft Office Application Support
* Local Area Network and Resources Support
* Quick Books Point of Sales Network Installation and Technical Support
* PC, laptop and printers Installation, Repair and Technical Support
* Internet and Emails Configuration and Support
* Facilitate and coordinate VSAT installations.
* Access Points, Routers and Switch Installation and Technical Support
* Electronics Equipment repair and maintenance and Technical Support
* Invoicing and Administrative tasks

**Education & Professional Development**

* Master’s in Business Administrations (Accounting & Finance) – Divine Word University
* Bachelor of Management – Divine Word University
* Diploma in Business Computing – Lae Technical College
* Passam National High School (Grade 11-12)
* Kainantu High School (Grade 7-10)

**Certification Courses & Skill Development Training**

• MCSE Training – Datec Training Center

• CISCO Certified Network Associate Course (CCNA) – Datec

• CISCO Interconnecting Network Device 1 & 2(ICND) - Digicel PNG

• VMware Training – Digitec PNG

• Windows Active Directory and Exchange Server – NDB In-house Training

• Customer Service Training Certificate – Institute of Business & Banking Management

• Risk Management Training Certificate - Institute of Business & Banking Management

**Technical Proficiencies**

* ***Systems***

PRTG, Solarwinds, ManageEingines, Wireshark, Spiceworks, Barracuda

Email Gateway, Cisco ASA firepower, Sourcefire Defence Centre, Unix,

Linux ClearOS, Microsft Windows, Solarwinds Bandwidth Monitor, Cisco IOS, Untangle NG Firewall, Cisco ASA Appliance, SQL, VMWare, Whatsup Gold, iPerf , Unified Threat Management System, Unified Communications

* ***Protocols***

TCP/UDP, ICMP, BGP, OSPF, EIGRP, Static Routing, SDLC, ISDN,

QoS, HDLC,NAT/PAT, PPP, MPPP, MPLS, DNS, DHCP,SSL, IPSEC,

mGRE Tunnel, P2P circuit,

* ***Gear***

Cisco 1111, Cisco 2960 series, Cisco 800 series, Cisco 3560, Cisco ASA,

TP Link layer 2 & 3 switches, cisco 2800 series, cisco 1940/1941 series, Cisco 1840/1841,NEC SV8100/SV9100, Barracuda Email Security Appliance, Untangle NG Firewall , Yeastar S300 PBX, Aastra PBX , NEC SV8100/SV9100 systems, DLink 4G Lte wireless SIM router, Dell Blade Servers, HP Servers,

**Referees:**

1.Miss Vicky Vene ( Chief Financial Officer and Acting Chief Executive Officer) National Development Bank Limited, Waigani, Tel: **70908200**, Email:**VVene@devbank.com.pg**

2. Mr. Harry Kokiva (IT Operations Manager) National Development Bank Waigani ***(70908200),*** Email: ***HKokiva@devbank.com.pg***

3. Miss Grace Andrew (Human Resource Manageress) National Development Bank, Waigani ***(70908200),*** Email:***GAndrew@devbank.com.pg***