

Shikhar KC

IT Support Officer | Systems, Identity & Network Administration

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PROFESSIONAL SUMMARY

IT Support Officer with 4+ years of hands-on IT experience, currently supporting 600+ staff and students across Australian and offshore campuses. Hands-on with Active Directory, Microsoft 365 / Entra ID, Exchange Online, Intune, Group Policy, 3CX VoIP and Aruba networking, with a strong focus on PowerShell automation, data accuracy and clear documentation. Experienced across Level 1/2 support, multi-tenant administration and mentoring new IT professionals.

TECHNICAL SKILLS

Identity & Microsoft 365: Active Directory (multi-domain), Microsoft Entra ID & Entra Connect, Microsoft 365 Admin Centre, Exchange Online (mailboxes, address book policies, custom attributes), Intune, Group Policy, dynamic groups, licensing

Automation & Scripting: PowerShell, Microsoft Graph PowerShell, Exchange Online PowerShell, bulk account provisioning and reporting

Networking: TCP/IP, DNS, DHCP, VLANs, Wi-Fi troubleshooting, Aruba Central, LAN cabling

Security & Email: Mimecast, MFA, permissions and access management, phishing-awareness support

Telephony & AV: 3CX VoIP (extensions, call queues, ring groups), Vivi wireless presentation

ITSM & Documentation: Freshservice, ServiceNow, Jira Service Desk, Smartsheet, Microsoft Lists, BookStack, Git, ITIL practices

Systems & Virtualisation: Windows 10/11, Windows Server 2022/2025, macOS, Linux, Android, Proxmox VE

Cloud & Development: Microsoft Azure administration, Next.js, Firebase

PROFESSIONAL EXPERIENCE

IT Support Officer

Jan 2026 – Present

Education Centre of Australia (ECA Group)

Ultimo, Sydney

- Provide Level 1/2 support to 600+ staff and students across Australian and offshore (India) campuses, managing requests and incidents through Freshservice.
- Administer on-premises Active Directory (staff and student domains) and Microsoft 365 / Entra ID: user lifecycle, licensing, Exchange Online mailboxes, dynamic groups and address book policies.
- Support a second Microsoft 365 tenant (Birkbeck Bengaluru), including Intune device management, under ECA's IT team.
- Led a directory data-quality project: built a read-only PowerShell / Microsoft Graph inventory across AD, Entra ID and Exchange Online, then standardised custom attribute values across 900+ active accounts with backup and rollback, fixing licensing and security-training group membership.
- Automated staff onboarding with version-controlled PowerShell scripts (tracked in Git and compiled to an executable) that provision Active Directory and Microsoft 365 accounts.
- Carried out security reviews of Active Directory, Microsoft 365 and Entra ID, tightening privileged account access.
- Manage 3CX VoIP extensions, call queues and ring groups; monitor networking in Aruba Central; administer Mimecast email security.
- Designed and deployed Group Policy for student labs, including automated idle sign-out and Edge web-app deployment for Vivi wireless displays.
- Resolved certificate-based VPN connectivity issues across student machines; support Vivi displays, Fargo card printers and campus AV.
- Run hardware procurement and asset tracking in Microsoft Lists, and coordinate staff and intern onboarding and access requests via Smartsheet.
- Maintain the ITS knowledge base in BookStack, writing and updating procedures so site IT teams follow consistent standards.

IT Support Internship Mentor

Nov 2024 – Jan 2026

GraduatePLUS Pty Ltd (Part-time)

Kogarah, Sydney

- Train interns on Windows 10/11 and macOS troubleshooting, including software installation, driver updates and system repairs.
- Mentor graduates in Microsoft 365 administration (Exchange, OneDrive, Teams), Active Directory and ServiceNow ticketing workflows through hands-on labs.
- Guide learners through realistic scenarios such as password resets, VPN configuration and printer connectivity.

IT Support Officer

Jan 2023 – Dec 2024

Digipearl Pty Ltd (Contract)

Kogarah, Sydney

- Delivered Level 1/2 desktop support for 50+ users across Windows 10/11 and macOS, reducing system downtime by 20%.
- Administered Active Directory accounts, password resets and Group Policy updates; managed Office 365 licensing.

- Logged and prioritised 10+ tickets daily in ServiceNow, meeting resolution targets and maintaining user satisfaction.
- Supported network uptime and security through antivirus updates and phishing-awareness training with senior IT staff.
- Tracked hardware and software inventory and deployed upgrades as part of IT asset management.

Desktop Engineer

Pixar Educational Consultancy

Feb 2020 – Jan 2022

Kathmandu, Nepal

- Managed Windows desktop environments, software patch distribution and system backups.
- Installed and maintained LAN cabling and handled support requests through Jira Service Desk.

PROJECTS

- **PowerShell AD User Management Script** – automates bulk Active Directory user creation, updates and offboarding.
- **Home Lab** – Proxmox VE environment for testing Windows Server, networking configurations and enterprise software.
- **Pixar Educational Consultancy Platform** – full-stack Next.js / Firebase site with secure authentication and an integrated AI assistant (pixaredu.com).

CERTIFICATIONS

- Google IT Support Professional Certificate – Google / Coursera (2023)
- SSCP 2021: Basic Security Concepts – Skillsoft (2021)
- Microsoft Learn: Configure and Validate Permissions; Explore the Enterprise Desktop (2025)
- LinkedIn Learning (2025): Advanced PowerShell: Automating AD Administration · Microsoft Entra ID for Administrators · Microsoft 365: Administration · Azure Administration Essential Training · Microsoft Azure: Identity and Access Management
- LinkedIn Learning (2025): Windows Server 2025 Essential Training · Windows Server 2022: DHCP and DNS · Wireless Networking: Advanced Troubleshooting · Implementing and Administering Microsoft Sentinel · Learning ITIL · IT Service Desk: Service Management

EDUCATION

Master of Business Information Systems

2022 – 2024

Australian Institute of Higher Education (AIHE), Sydney

- Awards: Excellence in Information Technology; Best in Capstone (June 2024)

Bachelor of Computer Application

2017 – 2020

APG Shimla University

Professional Year Program

QIBA, Sydney

Referees available on request.