**SEGUJJA**  
  
 Date of Birth**:** 23th /Nov/1984

Sex**:** Male

Nationality**:** Ugandan

Marital Status**:** Married

[Segujja.368607@2freemail.com](mailto:Segujja.368607@2freemail.com)

**Personal statement**

A highly experienced and competent IT Support/Systems Administrator with 7 years’ experience in a variety of office based environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical issues. Ability to explain procedures in a practical and user friendly way means that many IT problems can be solved via the telephone.

**Core skills**

Highly organised and disciplined with a passion for Information Technology.

## **SECURITY**: McAfee SIEM/EPO/NSM, Kaspersky Anti Virus, encryption deployment

* **Web and Graphics Designing :** Photoshop, Macromedia Dream weaver, Drupal, MySQL, PHP, Javascript, CSS, word press.
* **NETWORKING:** DNS servers, mail server
* **OPERATING SYSTEMS:** Windows XP, Vista, 7, 8; Windows Server 2003, 2008, 2012

**Employment history**

**Systems Administrator – The Judiciary Uganda**

(November 2011 – Present)

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

**Duties**

* Installation and maintenance of all systems within a clients digital environment.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of server and desktop hardware.
* Providing advice on selection and purchase of IT equipment.
* Maintaining maximum availability of supported services for users.
* Obtaining quotes for supply of goods and services from suppliers.
* Designing, implementing and managing Active Directory.
* Monitoring the progress of third-party maintenance contract suppliers.
* Ensuring that support calls are logged and handled effectively and efficiently.
* Responsible for disaster recovery, closing security loopholes and access levels.
* Ensure adequate antivirus protection & solutions are maintained and updated.
* Identify and recommending improvements for E-mail applications & Web-page development.

**District IT Officer – National Information Technology Authority (NITA-U)**

*(April 2010 – April 2011)*

**Duties**

* Updating and monitoring IT user accounts.
* Maintaining up to date Antivirus levels on all machines company wide.
* Managing and monitoring of backups in multiple locations.
* Troubleshooting technical problems and implementing solutions.
* Purchasing of IT Equipment and software in line within agreed budgets.
* Supporting a multi-site IT infrastructure of at least 100 employees.
* Responsible for the fast and accurate troubleshooting of reported faults.
* Providing technical support via helpdesk systems for a wide range of internal & external applications.

**Systems Administrators– Judicial Service Commission (JSC)**

*(January 2009 – March 2010)*

**Duties**

* Repairing and upgrading hardware and ensuring all computers were fully operational
* Creating and maintaining accurate database of all pending and resolved IT issues
* Configuring and managing backup & restore procedures.
* Building PHP websites using PHP based frameworks.
* Planning and conducting cross-browser usability testing against W3C.
* Maintaining a wide range of computer hardware and software programmes.
* Provide secondary support for LAN administration.
* Deploying new hardware, server backups & evaluating new software & security risks.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office up to Office 2007.

**Education**

**Makerere University**   
 (2005 – 2008)

BSc (Hons) in Information Technology

**Caltec Academy Makerere***(2002 – 2004)*

A Level- Uganda Advanced Certificate of Education (UACE)

**Emmanuel’s College** *(1999****–****2002)*

O Level-Uganda Certificate in Education (UCE)- (including Maths and English)