**Personal Information**

Name Brian Canavan

Address 3 Oak Park Ave

Santry

Dublin 9

Phone 086 6040318

Current Position Liaison Officer, ICT Services, HSE

Date of Birth 22 May 1973

Email brian.canavan@mail.com

**Qualifications**

**FE1 Entrance Exams for**

**Blackhall Place**  City Colleges Nov 2014 – Present

Exams passed Criminal, Contract, Company, Equity March 2015

 & Property

Awaiting results Constitutional, EU & Tort Oct 2015

**Certificate in Networks and**

**Operating Systems** DIT, Bolton St 1999

**Post Graduate Diploma in**

**Business Studies** Michael Smurfit College, Blackrock 1994

**BCL Law Degree**  University College Dublin 1993

**Leaving Cert**  O’Connell’s School, North Circular Rd 1990

**Employment**

**2006 – Present** ICT Technical Liaison Officer for North Dublin Grade 6

Responsible for managing all ICT desktop related matters in Dublin North and parts of Dublin North City, a large geographical area (most of north city and county) with nearly 1000 users. This includes supervising projects, researching implementation options and advising managers on best use of resources and new technologies and maintaining activity reports. I’m also responsible for implementing new IT solutions such as mobile technologies eg tablets, smart phones and 3G modems. My duties require me to deal with vendors and contractors to ensure that services are delivered to users on time and effectively, handling complaints / problems personally, providing solutions, problem solving and sitting on project groups. My duties also include dealing with sensitive client data and providing solutions on how to keep this information secure. I normally work as part of a team and also on my own initiative where appropriate. The role requires that once a problem has been brought to my attention, I ensure that a resolution is reached in a timely manner.

***Oct 2014 – June 2015*** *Project Lead for Windows 7 Upgrade for Eastern Region*

Alongside my role as Liaison Officer for Dublin North East, I was project manager the MPUP project (Microsoft Programmes Upgrade Process) with responsibility for upgrading all of the 6,000 pcs i to Windows 7 in the eastern region of the HSE. This was part of the largest project of its kind in Europe in 2015. The major challenges included accommodating the acute hospitals, critical services and every senior manager’s offices which had to be smoothly migrated over a tight timeline.

The role involved

* piloting the project,
* managing both HSE staff and contracted staff,
* short and long term planning
* amending the process for individual services and users when required,
* data collation and analysis,
* supervising licensing issues,

All of the above had to be carried out whilst ensuring front line service delivery to the general public was not jeopardised during the upgrade.

***2004 – 2006*** *ICT Support Centre& Resource Centre Grade 4*

Call logging and prioritising user’s problems and requests over the phone. Working within deadlines. Assigning tasks to staff within ICT. Off-site support for Dublin, Wicklow and Kildare. Managing ICT projects and sourcing ICT trainers.

Grade 4 support on a 6 month project to develop an Information System for EHB operational across all HSE disciplines including Mental Health, Disability, Community and Hospital Programmes .

***2000 – 2004*** *Ambulance Hq, St Marys Hospital Grade 4*

Office Manager. Reporting on Ambulance Service activity and staffing in the Dublin, Wicklow and Kildare area. Providing admin support to Chief Ambulance Officer and supervising staff. Preparing data activity reports and analysis for Beaumont, Mater, Connolly, St James, St Vincent’s and Tallaght Hospitals.

***1997 – 2000*** *Births Deaths and Marriages, Joyce House Grade 4*

Supervising 20 staff in busy public office - assigning roles, approving leave and dealing with over 200 customers daily. Liaising with Superintendent Registrars’ Office (Civil Service). Dealing with public complaints in person and over the phone. Responsible for daily cash-up and banking.

***1994 – 1997*** *Accounts Payable & Patient Accounts, Connolly Memorial Hospital Grade 3*

Responsible for approving payment to creditors in Accounts Payable. Working in Patient Accounts office, certifying payment of patient invoices and lodging payments.

**Interests**

I exercise regularly. I play squash, run and mountain-bike weekly.

I enjoy the cinema, attending concerts and keeping up to date with new music.

I volunteer for Oxfam at major events and help them advertise their current campaigns

**References**

Laverne McGuinness, Chief Operating Officer, HSE, Dr Steevens Hospital, Dublin 8

**Ph** 087 2390779

Aidan Plunkett, Operations Manager, ICT , Office of the Chief Information Officer, HSE, Dr. Steevens’ Hospital, Dublin 8

**Ph** 01 6352030