

CAPABILITY STATEMENT

William Dai



**Systems Administrator
Level 1
Information Technology**

CONTACT DETAILS

0452 275 731

Doncaster East VIC 3109

QUALIFICATIONS

- Bachelor of Information Technology
- Diploma of Information Technology

William is our IT Systems Administrator Level 1, who plays a critical role in keeping our technology environment secure, reliable and easy to use. He ensures our people have the right tools to work efficiently every day.

With over a decade of experience across multiple industries, William specialises in strengthening systems, refining processes and aligning technology practices with recognised industry standards.

Driven by a passion for great digital experiences, he is a strong advocate for modern and emerging technologies that reduce manual effort, improve accuracy and deliver smarter, more efficient outcomes.

Areas of expertise

- Software & hardware installation
- Helpdesk support
- Documentation & training
- Inventory management

Professional experience

- AGL – Support Consultant, 2018-2026
- Virgin Mobile –Store Operations Manager, 2015-2018
- Dick Smith Electronics - Store Operations Manager, 2013-2015
- iPrimus – Technical Support Consultant, 2013-2013
- Computer Age Systems – Junior Computer Technician, 2012-2012