



Luke Souris

Solution Architect

Key Skills & Capabilities

- IT Project Management
- User-Experience Focus
- Technical Support & Server Administration
- Procurement and Maintenance Management
- MS Office365 / Azure / Intune / AX / CRM
- VMware / VSphere / AWS
- ITSM & Knowledgebase Implementation
- System Integration Testing
- Domain Migration / MFA Transformation

Qualifications

- Diploma of IT - DMIT
- Cert IV - Desktop Support - DMIT / IT Traineeship - Dept of Education (EDC)
- ITIL
- ManageEngine / Zoho

Overview & Experience Summary

Luke is a Solution Architect with a diverse background spanning Telecommunications, Federal Administration, and Healthcare. He brings extensive experience in IT Service Delivery, Incident Management, and Technical Support within both Government and Private Sectors. His professional journey has given him a deep understanding of complex enterprise environments and the unique challenges they present. Luke has a proven track record of delivering exceptional project and technical support across large-scale enterprises, including Managed Service Providers. Luke has played an essential role in designing solutions that not only meet technical specifications but also enhance the overall end-user experience. He has developed and implemented a broad range of IT knowledge bases, SharePoint portals, and end-user resources. Luke's experience in collaborating with diverse stakeholders enables him to understand their needs and deliver tailored solutions. His ability to bridge the gap between technical and non-technical audiences ensures that all parties are informed and engaged throughout the project lifecycle.

Luke's approach to technology solutions is centred on ensuring they are intuitive, accessible, and adapted to the needs of users. This leads to increased satisfaction, adoption, and productivity. His focus on clear communication and comprehensive technical design aids in navigating digital transformations as new technologies are introduced into the workspace.

- Comprehensive Technical Services design, delivery and support for EBOS, HPS Corporate, and Pharmacy Retail end-users, including Office 365 Admin, Intune Deployment, Azure, JIRA, Application & Hardware support, both remotely and on-site.
- Pivotal role in IT Project Support for major initiatives such as National MS Teams VOIP Telephony Roll-Outs, Workspace Development, 365 Exchange and Domain Migrations, New Pharmacy Retail site Deployments & Ownership handovers, ITSM & Knowledge base implementations.
- Training delivery to EBOS IT Teams, JIRA/Confluence Knowledge-base Admin. IT Training for External-Support provider 'First Focus', facilitating a smooth transition to new Service Desk solutions.
- Application Support Owner: Health Apps i.Pharmacy, DD Book, Medadvisor and legacy systems.
- Management of MS Azure, Intune, Office 365 including User On-Prem Migration, Dynamics AX, Single-Sign-On Dashboard, Okta Verify, Cisco Call Manager, GFI Online Fax Services.