

APEH EMMANUEL DAVID

IT OFFICER | SYSTEMS & INFRASTRUCTURE ADMINISTRATION

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PROFESSIONAL SUMMARY

Versatile and results-oriented IT Officer and Cisco Certified Instructor with over 5 years of hands-on experience supporting IT infrastructure, network operations, systems administration, and end users across healthcare and retail environments. Experienced in first- and second-line technical support, workstation provisioning, network troubleshooting, Microsoft 365/Active Directory, IT asset management, cybersecurity practices, clinical information systems, and vendor coordination. Strong focus on system availability, documentation, preventive maintenance, and reliable service delivery.

CORE COMPETENCIES & TECHNICAL EXPERTISE

IT Support & Service Desk: First- and second-line support, incident troubleshooting, workstation provisioning, remote support, helpdesk documentation

Systems Administration: Active Directory, Microsoft 365/Workspace, user accounts, access control, onboarding/offboarding, shared drives

Networking & Infrastructure: Routing & switching, VLANs, subnets, VPNs, firewalls, LAN/Wi-Fi, routers, access points, cabling, internet connectivity

Healthcare IT: HMS/EMR, PACS/RIS, LIS, imaging workstation support, data exports, backups and integrity checks

Cybersecurity & Continuity: Endpoint protection, antivirus, patch management, MFA, password policies, role-based access, backup verification

IT Assets & Operations: Asset inventory, printers/scanners, UPS, payment terminals, peripherals, SOPs, vendor/service-provider coordination

PROFESSIONAL EXPERIENCE

IT Support & Service Desk | *St. Catherine's Specialist Hospital* | March 2024 – Present

- Provide first- and second-line technical support to staff across departments, resolving hardware, software, printer, scanner, email, and user-account issues.
- Maintain IT helpdesk logs, track recurring incidents, document resolutions, and implement preventive fixes to improve service reliability.
- Support PACS/RIS workflows, including image storage/retrieval, user access, reporting workflows, workstation configuration, and clinical system availability.
- Support EMR/HMIS and LIS environments through user setup, access control, training, basic reporting, and troubleshooting.
- Maintain and monitor routers, switches, access points, cabling, and internet links across the facility; support CCTV, biometric/access control, VoIP/telephony, and shared drives.
- Implement basic cybersecurity controls including endpoint protection, patching, password policies, MFA, role-based access, and secure handling of sensitive information.
- Manage user accounts and permissions, onboarding/offboarding processes, and accurate IT asset inventories covering computers, printers, UPS, network devices, and licenses.
- Coordinate with vendors and service providers for maintenance, licensing, internet services, and specialized clinical-system support; train users on IT and cybersecurity best practices.

IT Officer | *Bakangizo Pharmacy and Stores* | February 2021 – March 2024

- Set up ISP connections, dispenser networks, local networks, and connectivity at customer stations.
- Installed and configured LAN cabling, Wi-Fi, and 4G connectivity for dispensers and related equipment.
- Configured routers and firewalls in line with basic cybersecurity requirements.
- Supported installation and connectivity of payment terminals and peripheral devices.
- Performed device registration, basic system configuration, connectivity troubleshooting, and commissioning support.
- Monitored and resolved connectivity issues affecting dispenser and payment systems, coordinating escalations with the Software/IoT team.
- Documented completed installations, configurations, and network-related issues.

EDUCATION

Postgraduate Diploma (PGD) in Information Communication Technology — National Open University of Nigeria (NOUN)
(Expected 2027)

Higher National Diploma (HND) in Computer Science — Nigeria Army College of Environmental Sciences and Technology (NACEST)

National Diploma (ND) in Computer Engineering — Nigeria Army College of Environmental Sciences and Technology (NACEST)

PROFESSIONAL CERTIFICATIONS

- NETACAD / Cisco Certified Instructor – IT Essentials Professional Certificate, UNITES / Cisco Networking Academy
- Diploma in Health, Safety & Environment (HSE 1, 2 & 3)
- Certificate of Proficiency in ICT – NACEST/NACOSS

REFERENCES

Available upon request.