

Wayne Fairclough

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SUMMARY

Enterprise IT infrastructure and data systems professional — 20+ years of experience, including two decades in enterprise systems administration at York University and a recent transition into database, data analysis, and AI systems work.

EXPERIENCE

Experiential Learning Services and Systems Administrator

York University · Feb 2025 – Present

Database management for support platform services, data analysis, and AI systems development.

- Built AI agents for data retrieval via Microsoft Teams and SharePoint, supporting onboarding and daily workflow improvements.
- Procured and implemented Halo ITSM for IT service management.
- Procured and implemented Scribe for department SOP documentation, standardizing service deliverables.

Lead, Microsystems Support Analyst

York University, UIT · 2012 – 2025

- Led design, deployment, and management of 1,000+ learning, meeting, and lab workstations using SCCM and Windows Server across campus; reduced SLA response times by 50%.
- Oversaw a volume encryption project securing 600+ administrative workstations, laptops, and research lab devices using BitLocker and Dell Data Encryption.
- Automated imaging, group membership, and Windows update processes using PowerShell.
- Managed 3,000+ computers, user accounts, and groups across teaching labs and administrative systems using SCCM and Active Directory.

Lead Technical Analyst

York University, UIT · 2011 – 2012

- Trained Client Services teams on SCCM for remote troubleshooting; created BMC Remedy templates to streamline ticket triage.
- Resolved LAN/WAN, TCP/IP, and Wi-Fi connectivity issues; supported Mac OS devices via VNC, including VPN and email configuration.

Microsystems Support Analyst

York University, UIT · 2005 – 2011

- Installed and managed Windows Server 2008/Windows 7 virtual labs using VMware Workstation and Oracle VM VirtualBox; documented PowerShell deployment scripts.
- Installed and managed Dell PowerEdge servers and desktop/laptop fleets; authored configuration guides for PeopleSoft, Oracle clients, and Access Direct Pcard systems.
- Managed campus-wide email migration from Outlook to Lotus Notes.

Previous roles

Greater Toronto Area · 1999 – 2005

Technical Support Analyst, Nortel Networks · Computer Technician, Toronto District School Board · Systems Analyst, Platform Computing Corporation · Junior System Administrator, Derivion Canada · Technology Planning Representative, Canadian Tire Corporation · Help Desk Analyst, CNC Global

PROJECTS

Document ingestion platform — Paperless-ngx, self-hosted via Docker/Portainer. Running 3 years.

Crediva — platform aggregating public government licensing data into a searchable, CRM-connected tool for B2B sales teams. Early stage.

EDUCATION

Bachelor of Environmental Studies (in progress) — York University. Cities, Regions and Planning, focus in Geographic Information Systems (GIS).

CERTIFICATIONS

AWS Certified Solutions Architect – Associate · AWS Authorized Instructor (past)

SKILLS

Systems Administration: Windows, Linux, macOS, SCCM, Active Directory, PowerShell

Cloud & Networking: AWS (Lambda, S3, Route 53, CloudFront), DNS, TCP/IP, DHCP, VLANs, VPC

Containers & Automation: Docker, AWS ECS, DynamoDB

Programming/Scripting: Python, JavaScript, PowerShell