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SUMMARY

A highly accomplished senior information technology professional with over 25 years of extensive experience, consistently advancing into roles that demand strategic consultative and advisory support at the highest levels of organizational leadership. Expertise spanning a comprehensive range of IT functions within operations, including leadership, program management, meticulous budgeting, mentoring, hardware, and application management, as well as the development and implementation of policies and procedures.

With capacity as a manager, consultant, and specialist, have been a key partner to senior leadership, working strategically and collaboratively across all departments to drive informed decision-making and ensure the seamless integration of IT culture throughout the organization. An advocate of the "one source of truth" philosophy, championing transparency, open communication, and operational integrity as non-negotiable elements for team and company success.

Key Qualifications:

- Development and implementation of IM policies, procedures, guidelines, and standards
- Negotiating and maintaining vendor contracts and licencing
- Budgeting and forecasting, including annual costs and capital projects – Requisition and Procurement
- Creation and delivery of IM application training (Microsoft and Engineering Applications)
- Strategy implementation aligned with the company's IM strategy and best practices
- Disaster recovery planning, training, and execution – MFA & IAM
- Strategic leader, mentoring and coaching to get the best of everyone in the team
- Strong, clear communication across multiple departments and divisions

Technical Skills:

- Application Management, ERP Administration and Support (Microsoft Stack, Engineeringt)
- Development and delivery of training programs
- MFA, IMA discovery, development, and deployment. EntraID SSO, Cisco MFA
- Networking: Hyper-V, Meraki Firewalls, switches, and access points
- Microsoft AD, Azure, EntraID, Office 365 and SharePoint administration SharePoint Development, Design, Training, and implementation (Users, Groups, Security and Applications)
- Cyber Security best practices, deployment and training and implementation
- Troubleshooting and resolving technical issues supporting and mentoring service desk

WORK EXPERIENCE

EPFC Corp. (formerly SAW Engineering Ltd & Propipe), Calgary AB

Aug. 2016 – Sept 2024

Project execution for engineering, procurement, fabrication, construction, commissioning, and start-up, and operations headquartered in Calgary established in 2016 after a merger of SAW and Propipe Group <https://www.epfccorp.com/> Senior Manager, Information Technology

- Lead and mentored IT department. Provided guidance, annual reviews, and career growth. Daily scrum meetings, project leadership operating an open-door policy.
- Member of executive team, included in daily scrum meetings for daily outlook and responsibilities.
- Managed IT operations across all divisions, developed budgets, and nurtured vendor relationships.
- Key role in establishing IT policies and procedures during a period of rapid growth, 100-300 employees overseeing the merger of SAW Engineering and Propipe Group into EPFC.
- SharePoint Deployment, Administration, and Development: Current - Creation and management of Hubs, Sites, Libraries, and Lists tailored to organizational needs. Skilled in Entra and SharePoint security, implementing robust access controls and compliance measures. Led a team of developers in utilizing Power Apps, Automation, and Power BI to design and build a comprehensive company intranet and SharePoint-based solutions that improve business process and data accessibility.
- Spearheaded the transition from third party support to an in-house IT team, providing mentorship, training, and guidance throughout the process. Reducing budget by 25%.
- Created and managed the onboarding and offboarding processes for all employees and contractors
- Trained employees based on best practices to align with company IM governance
- Asset management utilizing Intune and application administration and technical support for multiple engineering applications. discovery, training, and implementation.
- Budget and Financial Planning: Current - Created and managed annual IT budget ranging from \$2 to \$3 million that aligned with business objectives, ensuring efficient allocation of resources and cost-effective operations. Financial planning and forecasting, providing senior leadership with accurate and actionable insights into IT spending and investment needs. Developed cost-benefit analyses for proposed projects and technology investments, ensuring alignment with both short-term and long-term strategic goals.
- Vendor Management: Current – Negotiated with vendors to secure favorable terms, resulting in significant corporate savings on products and services from major suppliers like TELUS, Shaw, CDW, and Microsoft, Meraki, and Autodesk.
- Cybersecurity: Current - Developed and implemented comprehensive cybersecurity strategies, including the use of Mimecast for email security, Duo for multi-factor

authentication (MFA), Microsoft Defender for endpoint protection. Utilized EntraID to deploy MFA and provide IAM protection. Administered security group policies and Meraki Firewalls, overseeing change management processes to maintain secure network environments. Delivered targeted cybersecurity training sessions to increase awareness and compliance among staff.

- **Engineering Applications: Current** - Supported specialized engineering applications such as HYSYS, CEASER, Autodesk, Cad Worx, P6, and PIMS. Provided application-specific troubleshooting, ensuring these tools functioned optimally within engineering workflows. Assisted in configuring and maintaining these applications to meet project-specific requirements, enhancing productivity and accuracy.
- **PowerShell Scripting, Active Directory Reporting, Teams, and Exchange Maintenance: Current** - Developed and executed PowerShell scripts to automate administrative tasks, generate reports, and enhance Active Directory management. Maintained and optimized Teams environments, ensuring effective communication channels. Managed Exchange environments, handling mail flow, security, and user access with precision.
- **Microsoft Server Platform, Office 365, SharePoint, Power Apps, Teams, and Channel Rollout: Current** - Deployed and managed Microsoft Server environments, including Active Directory, ENTRAID and Group Policy. Adept at configuring and administering Office 365, facilitating seamless communication and collaboration across organizations. Managed large-scale rollout of Microsoft Teams and associated teams, channels, ensuring smooth adoption and integration into existing workflows. Proficient in leveraging Power Apps for custom business solutions, enhancing productivity, and streamlining operations.
- **Infrastructure Management & Network Administration: Current** - Managed Microsoft Server environments, including Hyper-V for virtualization and Azure for cloud storage solutions. Administered Active Directory, ensuring streamlined user management and secure access controls. Managed Meraki Firewalls, switches, and access points (APs) across multiple locations in Alberta, BC, and Saskatchewan, optimizing WAN performance and ensuring consistent network reliability.
- **Backup & Recovery: Current** - Managed Veeam Backup solutions, implementing comprehensive backup and recovery strategies and policies to protect critical data. Oversaw Azure storage maintenance, ensuring efficient data management and redundancy. Experienced in cloud server maintenance, ensuring uptime and data accessibility for business continuity.
- **Office Relocations, May 2018:** Led the planning and execution of office relocations, developing detailed project plans to ensure minimal disruption to operations. Coordinated with vendors, internal teams, and stakeholders to meet tight timelines. Ensured IT infrastructure was fully operational upon move-in, enabling seamless transitions.

Gemini Corporation, Calgary AB

2011 – 2016

Full-service engineering, procurement, and construction management (EPCM) firm working on a variety of projects across the oil and gas sector established in 1990.

Lead, IT

- Managed IT Operations across all divisions, developed budgets, and nurtured vendor relationships.
- Led a team of five. Managed, mentored, and supported all aspects of IT within Gemini Corporation
- ERP & Application Administration and Technical Support: 2008-2016 - Provided in-depth ERP system support, including Deltek Vision and Replicon, ensuring alignment with business objectives. Reporting writing and training withing Crystal Reporting and SQL. Deltek Vision configuration, administration, support, and training.
- Troubleshoot and resolve application issues. Conduct security administration to safeguard data integrity. Completed analysis to verify that departments were using applications correctly, gathering and responding to requirements to optimize system performance.
- Developed and maintained on premise SharePoint farm. Developed all guidelines, policies, deployed application and trained all users. Continued administration.
- Disaster Recovery: 2012 – 2016 - Developed, evaluated, and implemented disaster recovery plans for IT infrastructure and office relocations. Created detailed, executive-approved disaster recovery policies to ensure organizational resilience. Conducted regular drills and reviews to ensure preparedness and mitigate risks. Exercised the recovery during a building fire downtown, responded and had everyone back up in a nearby location within 48 hours.
- Office Relocations: 2012 - Led the planning and execution of office relocations, developing detailed project plans to ensure minimal disruption to operations. Coordinated with vendors, internal teams, and stakeholders to meet tight timelines. Ensured IT infrastructure was fully operational upon move-in, enabling seamless transitions.

Other roles:

- IT Analyst (2008-2012) – Gemini Corporation
ERP & Application Support: 2008-2016 - Provided in-depth ERP system support, including platforms like Deltek Vision and Replicon, ensuring alignment with business objectives. Troubleshoot and resolve application issues. Conduct security administration to safeguard data integrity. Completed analysis to verify that departments were using applications correctly, gathering and responding to requirements to optimize system performance.
- IT Support (2000-2007) - Gemini Corporation

Accounting Clerk (1998-2000) – Gemini Corporation
(Wind2 FMS & Deltek Vision)

EDUCATION & CERTIFICATIONS

Cape Breton Business College (CBBC), Nova Scotia
Computer Science 1998

MCP – New Horizons, 2008-2012

Training:

- Results Building Leaders Program, EPFC Corp, 2023
- Microsoft SharePoint Administration, CTC 2015
- Leadership Program, Joe Licheon Leadership, 2012
- SQL Transaction – CTC, 2013
- SQL Server – CTC, 2014
- Crystal Reporting – CTC, 2014
- Windows Server 2016, CTC, 2015
- Windows Server 2019, CTC

Volunteering

- Blackfoot Wolverines Hockey Coach / Manager 2000-2023
- Spartans Hockey Manager 2012-2013
- Board Member – Maritime Reunion Association 2000-2006