Information Technology Services

Service Delivery & Engagement
January 2013

Associate Director, Service Delivery & Engagement
Anne Kealley

Communications Manager
Cathie Gough

Manager, QA & Reporting
(TT to 12/3/13)
George Lovrincevic

Service Manager
Bernard Lineham

IT Change Process Manager
Christine Keogh

Engagement & Demand Management

- Outreach Team Leader
  Patrick Byrnes
- Communications Specialist
  Sally Haysom
- Communications Designer
  Nicholas Welbourn
- Communications Design
  Byron Carr
- Communications Officer
  Samantha Shaw

ITS Service Desk

AskANU Coordinator
Liz Dowling

- Senior AskANU Officer
  Francoise Richards
- AskANU Officer
  Patricia Heinrich
- AskANU Officer
  James Sheehan

AskANU IT Consultant
Owen Brown

- AskANU IT Consultant
  Student Casuals
  (12 -18)

Team Leader, Desktop Support
Jonathan Stefaniak

- Service Desk Officer
  Robert Turbet
- Service Desk Officer
  Francesca Donne
- Service Desk Officer
  Thomas Riches
- Desktop Support Officer
  Dzung Vo
  (TT to 04/04/13)
- IC Support Officer
  Trainee
  (vacant)
- Service Desk Officer
  Sarah Bey
- Service Desk Officer
  Celia Higginbottom
- Service Desk Officer
  Luke Tinker
- (IC) Desktop Support Officer
  Maino Mosby
- (IC) Desktop Support Officer
  Michael Donovan

End User Support Services

Team Leader, Managed Operating Environments
Adam Reed

- Systems & Technical Services
  Steven Machan
- Systems and Technical Services
  Matt Jeanes
- Systems and Technical Services
  Matt Tilney
- Operational Support Officer
  Rokon Dowla
- IC Liaison Officer
  (Casual)
  Stephanie Stockdill

Manager, Technical Services
Roy Meuronen

Workshop Supervisor
William Keegan

- Video Conference Coordinator
  Mark Cameron
- Senior Technical Officer
  Danijel Kovac
- Technical Officer
  David Haviv
- Technical Officer
  Xiaolin (Ken) Ma
- Audio Visual Hire
  Chris Hoogesteger
- Audio Visual Technician
  Gilbert Leo
- Audio Visual Technician
  Joe Ienco

Team Leader, ICT Purchasing & Assets
A/g Chris Textor

- IT Asset Administrator
  (Chris Textor)
- S/W Administrator
  Dorota Janiszewska
- S/W & H/W Adminstrator
  Lourens Roux
- IT Asset Administrator
  Hannah Vittorio
- Asset Administrator
  (Casual)