

PERSONAL INFORMATION


António Tomás Madureira Dias

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Sex Male | Date of birth 29/08/1971 | Nationality Portuguese

WORK EXPERIENCE

March 2017 to present

IT Support Coordinator
Porto City Hall

Departamento Municipal de Sistemas de Informação

IT Support team coordination in Porto City Hall, with responsibilities for the following activities:

- Configuration and maintenance of terminal equipment's (Schools included);
- Support to the users in solving problems at the terminal equipment's, through operational teams in person and in specialized Call Center;
- Configuration and parameterization of the applications in the workstations (Schools included);
- Users management and domain access permissions to internet and email;
- Technical specifications elaboration o for the procurement procedures of terminal equipment and components for maintenance;
- Ensuring compliance with the service level agreements implemented in the organization;
- Ensuring compliance with the procedures for inventorying and slaughtering equipment;
- Application support for more than 100 applications;
- Tickets requests management;
- Specialized technical support for events organized by Porto City Council;
- Support team management n the Call Center..

May 2012 to March 2017

Web Developer
Porto City Hall

Municipal Department of Information Systems

Municipal Application Development Division

Requirements specification, analysis, design, implementation, testing, commissioning, production and maintenance of various solutions, more or less complex, related to the activities of the organization where I do my job.

Developed projects:

DATE	PROJECT	URL	STATE
2011/05	Visita Virtual Paços Concelho Cidade Porto	http://visitavirtual.cm-porto.pt	N/D
2012/11	Visitas Virtuais Equipamentos Culturais Porto	http://visitasvirtuais.cm-porto.pt/	OK
2013/01	Dia Nacional dos Centros Históricos	http://centrohistorico.cm-porto.pt/	OK
2013/04	Dia Internacional dos Museus	http://dim.cm-porto.pt/	N/D
2013/05	Carta Aberta ao Governo de Portugal	http://cartaaberta.cm-porto.pt/	N/D
2013/06	Bibliotecas Municipais do Porto	http://bmp.cm-porto.pt	OK
2013/07	Letras na Avenida	http://letrasnaavenida.cm-porto.pt/	N/D
2013/07	Jornadas Europeias do Património	http://jep.cm-porto.pt	N/D
2013/07	Propaganda Política	http://cm-porto.pt/files/propaganda/	N/D
2013/08	Plano de Pormenor da Av. D. Pedro IV	http://beta.cm-porto.pt/planopormenor	N/D
2013/12	Roteiros Criativos	http://roteiroscriativos.cm-porto.pt	N/D
2013/12	Conhecer os Cantos à Casa	http://conhecercantosacasa.cm-porto.pt	OK
2014/01	Ambiente – Avisos à população	http://ambiente.avisos.cm-porto.pt/	N/D
2014/02	Seminário da Juventude	http://seminariojuventude.cm-porto.pt	N/D
2014/03	Fórum: Training para a Empregabilidade	http://forumempregabilidade.cm-porto.pt/	N/D
2014/05	Avaliação das Refeições Escolares	https://are.cm-porto.pt	OK
2014/05	Pelouro da Educação, Organização e Planeamento	http://atividade-peop.cm-porto.pt	OK
2014/10	Porto Cidade da Ciência	http://portocidadedeciencia.cm-porto.pt	OK
2015/02	Prémio Porto Jovem	http://premioportojoovem.cm-porto.pt	OK
2015/03	Capacita.Te	http://capacita.te.cm-porto.pt	OK
2015/04	MESMU	http://mesmu.cm-porto.pt	OK
2015/08	PORTanima 2015	http://portanima.cm-porto.pt	OK
2015/10	Serviço Municipal de Apoio ao Voluntariado	https://smav.cm-porto.pt/	OK
2016/01	Portal da Juventude	https://juventude.cm-porto.pt	OK

The above-identified projects are arranged chronologically, from the oldest to the newest, and the fact that some projects are related to sporadic activities that are not repeated in time for their online status to the current date.

Business or sector Public Administration

July 2011 to May 2012

Computer Technician

Porto City Hall

Municipal Department of Information Systems

Municipal Application Development Division

Analysis, design, development, testing and implementation of Interactive Manual for the implementation of Document Management of the Municipality of Port DocInPorto. This manual, developed in HTML, is available / accessible through the Help Menu of this application for all registered users.

Support helpdesk application, functioned as pivotal in the internal system of Information Systems Management - GeSI - Helpdesk.

Business or sector Public Administration

October 2006 to July 2011

Computer Technician**Porto City Hall**

Municipal Department of Information Systems
Municipal Application Development Division

Support and training users in the Document Management application of the Municipality of Porto – MP - as well as help in solving problems related to this software tool.

Information support to the Office of Citizen (OC) of the MP, namely:

- Technical support to users of Document Management Application;
- Technical support to Portal users Service;
- Solving software problems;
- Resolution of hardware problems;
- Reports describing the main activities.

Responsible to provide technical support to users of document management application of the Municipal Executive offices, as well as for performing aperiodic task support these users.

From October 2009

Unic responsible for the maintenance of all OCs computer equipment as well as all applications FrontOffice / BackOffice;

Responsible for maintenance of all computer equipment and applications on the Internet Space;

Responsible for producing indicators of productivity on the response time to requests for technical support;

Responsible for carrying out the application helpdesk service, providing technical assistance and on-job training to end-users;

Responsible for ensuring the preventive maintenance plan;

Responsible for the preparation of monthly statistics data for the personal attendance of the different services available in OC.

Application administrator database of the GM Knowledge;

Application administrator DocInPorto - Document Management of MP;

Administrator PdA;

Windows Domain Administrator Internet Space.

Business or sector Public Administration

December 2003 to September
2006

Computer Technician

Porto City Hall

Pelouro do Desporto, Educação, Juventude, EURO 2004 e Recursos Humanos
Pelouro do Desporto, Educação, Juventude e Inovação

Design, implementation and maintenance of the web server where I placed a web page, accessible to all users of CMPORTO domain, with different permissions and access control, which provides information related to the activities of Pelouro, daily press clippings, links to other sites, contact database.

Web page development for visualization of all press clippings related to the activities carried out by the Department of Sport, Education, Youth, Euro 2004, and Human Resources. These clippings can be found by field of activity or by date.

Responsible for installation / configuration / maintenance of computer equipment (hardware / software) on Pelouro.

Performing several works in POWERPOINT for public presentation by the Councillor, Dr. Paulo Cutileiro Correia.

Support / training staff.

Creation / database maintenance.

Business or sector Public Administration

August 2000 to December 2003

Administrativ Assistant

Porto City Hall

Pelouro do Fomento Desportivo e Relações Internacionais
Pelouro do Desporto, Educação, Juventude, EURO 2004 e Recursos Humanos

General business office, including correspondence management, control and output documents, preparation of faxes, internal information and offices, telephone answering.

Business or sector Public Administration

May 1997 to June 2000

Sales technician

SINGER – Produtos Eléctricos, Lda.

Customer Service, consulting, sales, credit control, handling complaints, product, reception, technical assistance, management of stocks and orders. Later, as head shop, monitoring, supervision and control of the sales team.

Business or sector Retail sale of household appliances

EDUCATION AND TRAINING

23 May to May 25 2016

Integrated System for Management Information

Porto City Hall
▪ 9 Hours

12 November 2015 to 2 March

Trainers training in Moodle - E/learning Platform

2016	Porto City Hall ▪ 35 Hours
7 to 10 April 2015	K2 training course, K2 Core and K2 Smartforms Porto City Hall ▪ 24 Hours
18 to 21 November 2016	Entrepreneurship in Exercise of Public Functions Porto City Hall ▪ 8 Hours
3 June to 13 June 2013	Intermediate.NET Programming Using C# Porto City Hall ▪ 35 Hours
21 to 25 January 2013	M10175A Microsoft Sharepoint 2010 CPCIS – Companhia Portuguesa de Computadores informática e Sistemas Lda. ▪ 30 Hours
15 to 16 January 2013	SIG Tools - GEOPORTO ESRI Portugal – Sistemas e Informação Geográfica SA ▪ 14 Hours
13 December 2012 to 1 March 2013	Open Office-Writer Porto City Hall ▪ 8 Hours
3 to 7 December 2012	Course 10267A Introduction to Web Development with Microsoft Visual Studio 2010 CPCIS – Companhia Portuguesa de Computadores informática e Sistemas Lda. ▪ 30 Hours
October 2007 to July 2010	Degree in Multimedia Systems Engineering ISLA - Instituto Superior de Línguas e Administração
31 October to 6 November 2008	Microsoft Infopath Completo Galileu – Activos e Recursos. Lda. ▪ 30 Hours
15 September to 11 November 2005	Pedagogical Training of Trainers IGAP – Instituto de Gestão da Administração Pública ▪ 108 Hours
October 2004 to October 2005	Software Specialist

IPFEL/ISTEC

▪ 500 Hours

8 to 19 de March 2004

Local Network Administration – Active Directory

IGAP - Instituto de Gestão da Administração Pública

▪ 60 Hours

1991 to 1994

Degree frequency in Law

Universidade Moderna

1990 to 1991

12.º ano via de ensino – 3rd course

Escola Secundária Clara de Resende

PERSONAL SKILLS

Mother tongue Portuguese

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	B2	B1	B2	B2
French	A2	A2	A1	A1	A1

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

ADDITIONAL INFORMATION

Driving licence Category B, N.º P-823157, since October 3rd 1991

Other information

Military situation: Territorial Reserve

Participation in charge of ISLA Gaia team in the National Robotics Festival (Proof Autonomous Driving) held from 2 to 6 April 2008 at the University of Aveiro