Jimmy Farrar

Websites, IT leadership and Agile delivery

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Profile

IT professional with more than 20 years inside the Government of Canada, available for remote engagements from February 2027. I bring enterprise infrastructure (Active Directory, Citrix, virtual desktops, Configuration Manager) together with Agile software delivery, most recently leading Scrum teams moving Veterans Affairs Canada's benefits processing onto its modern Client Service App. Clients get someone who understands security and governance, can lead a team from day one, and explains technology in plain language.

Services

Websites for small businesses: fixed-price static sites the owner owns, with an annual care plan

Microsoft 365 and identity: Microsoft 365, Entra ID and Active Directory health checks and hardening

Automation: PowerShell to remove repetitive administration

Fractional IT lead: planning, budgets, vendor management and security baselines for small and professional offices

Agile coaching: Scrum team check-ups, coaching and short engagements to get teams moving

Selected results

- Scrum Master for teams of up to 12 moving financial benefits processing from the legacy CSDN system to VAC's Client Service App
- Delivered the Disability Pension application at Veterans Affairs Canada with an 8-person cross-functional team
- Cut manual directory administration by 30% through PowerShell automation (Shared Services Canada)
- Led Active Directory security mitigation across multiple federal departments, including retirement of end-of-life systems
- Ran an 8 to 10 person IT support team covering desktops, packaging and virtualization for a national department
- Delivered department-wide rollouts of full-disk encryption and virtual desktops

Experience

Scrum Master

May 2024 to present

Veterans Affairs Canada, Charlottetown

- Financial Benefits Operations team (Aug 2026 to present): lead 6 developers and 6 business analysts building the core recalculation components that move financial benefits processing from CSDN into the Client Service App (CSA).
- CSA No Decision Flow team (Feb to Aug 2026): led 6 developers and 2 business analysts on platform-wide features and operations work for VAC's flagship application for serving veterans.
- Disability Pension application (May 2024 to Feb 2026): led 5 developers and 3 business analysts building the application.
- Run sprint planning, stand-ups, retrospectives and Scrum of Scrums; use GitLab, Azure DevOps and AI tools for planning, documentation and reporting.

Technical Advisor

Feb 2020 to May 2024

Shared Services Canada, Charlottetown

- Owned operational requirements for Directory Services serving multiple federal departments.
- Led Active Directory security mitigation projects, including end-of-life upgrades; reported to senior management up to Director level.
- Automated administrative tasks in PowerShell, cutting manual workload by 30%.

Team Lead, IT Support

Feb 2017 to Feb 2020

Veterans Affairs Canada, Charlottetown

- Directed an 8 to 10 person team handling desktop management, software packaging and virtualization.
- Wrote business requirements documents and advised senior leadership on enterprise IT projects.

Technical Advisor

Apr 2016 to Feb 2017

Veterans Affairs Canada

- Fourth-level support; managed department-wide patching and virtual desktop updates; maintained Windows servers with Shared Services Canada.

Workstation and Application Support Specialist

Jan 2007 to Apr 2016

Veterans Affairs Canada

- National third-level support specializing in Citrix and virtual desktops; led full-disk encryption and virtual computing deployments; packaged software with SCCM and ZENworks.

Earlier roles

2001 to 2007

Veterans Affairs Canada, Shared Services Canada, Online Support

Technical skills

Infrastructure	Active Directory, Entra ID, Microsoft 365, Windows Server, VMware, Citrix XenApp and XenDesktop, virtual desktops
Deployment	Microsoft Configuration Manager (SCCM), App-V, ZENworks, application packaging
Automation and DevOps	PowerShell, GitLab, Azure DevOps
Delivery and service	Scrum, Agile, ITIL, CRM, quality assurance
Web	Static websites, Vercel, DNS and email setup, AI-assisted design and development

Education and certifications

- Diploma, Business Information Technology, Holland College
- Mathematics and Computer Science, two years completed, University of Prince Edward Island
- Certifications: Scrum Master, ITIL, Certified Novell Administrator (CNA), CRM
- French language training: LRDG Module 5; Pour l'amour du français, Bloc 10

Community

Assistant Coach, NRMHA minor hockey, 2010 to 2016