



<b>Experience cont.</b>	<p><b>2006 Semester 2 Tutor – 7303MGT Griffith University, Nathan Campus</b></p> <p>Tutor – Facilitate postgraduate tutorial lessons using Web 2.0 technologies (wikis and blogs).</p> <p><b>2005 Semester 1 Tutor – Decision Support Systems Griffith University, Nathan Campus</b></p> <p>Facilitate tutorials for postgraduate and undergraduate students tutorial lessons pertaining to MIS including instruction on the use of Microsoft Excel to achieve required outputs.</p> <p><b>2005 Semester 1 Lecturer and Tutor – Decision Support Systems Australian Catholic University, Banyo Campus</b></p> <p>Conduct lectures on decision support systems for third year undergraduate level students. Support and facilitate online learning through WEBCT (Internet based learning support system, accessed by enrolled students only)</p> <p>Facilitate tutorials covering practical application of theoretical models discussed in lectures pertaining to MIS including instruction on the use of Microsoft Office application to achieve required outputs.</p> <p><b>2004 Semester 2 Tutor – Management Information Systems Australian Catholic University, Banyo Campus</b></p> <p>Facilitate tutorials covering practical application of theoretical models discussed in lectures pertaining to MIS including instruction on the use of Microsoft Office application to achieve required outputs.</p> <p><b>2003 – 2004 English Conversation Instructor Hansol Language Institute</b></p> <p>Provide English conversation instruction to all levels of kindergarten, elementary and high school students.</p> <p>Maintain and keep updated with current knowledge of training in English as a second language by attending conferences, presentations and courses conducted by Oxford University Press.</p> <p>Teaching requirements included class and monthly planning, preparation, presentation, and classroom management, as well as facilitating excursion activities, special event activities and individual tutoring for special needs and advanced students. Special activities included public forum oral presentations, speeches, translation contests and special event choirs. All these activities were conducted in the English language.</p> <p><b>2003 – 2004 English Conversation Instructor Central Officials Training Institute (COTI) Ministry of Government Administration and Home Affairs (MOGAHA)</b></p> <p>Provide English conversation instruction to South Korean Government Officials who will be relocating internationally to Educational institutes, or taking up international positions within the Korean Governments interests e.g. Embassy's.</p> <p>Teaching requirements included lecturing on English pronunciation, facilitation of English conversation classes, grading English essays, supervising preparations of special activities. Special activities included public forum presentation on current issues in Korea.</p> <p><b>2002 – 2003 Conference Paper Preparation, Presentation and Research ITIRA Conference</b></p> <p>Prepared a conference paper and presentation for the ITIRA conference in Australia in November 2003 (My co-author John Campbell is giving the presentation). This paper has been accepted for publication.</p> <p><b>PACIS Conference</b></p> <p>Prepared a conference paper and presentation for the PACIS conference in Australia in July 2003 (My co-author John Campbell is giving the presentation). This paper has been accepted for publication.</p> <p><b>Digital Divide GMS Conference</b></p> <p>Prepared and presented a paper and presentation for the Digital Divide GMS Conference in Bangkok in February 2003. This paper has been published.</p> <p><b>Research Higher Degree Application and Presentation</b></p> <p>Research and complete application for PHD research.</p> <p>Proposed topic - Ku Daeng in the Information Age: Investigating the problem of the digital divide in a rural community in Thailand with respect to the acceptance and utilisation of information technology, while also addressing the more specific issue of the information divide and cultural erosion.</p>	<p><b>Queensland</b></p> <p><b>Queensland</b></p> <p><b>Queensland</b></p> <p><b>Queensland</b></p> <p><b>Queensland</b></p> <p><b>South Korea</b></p> <p><b>South Korea</b></p> <p><b>Thailand</b></p>
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Experience  
cont.

1997 – 2002 QUEENSLAND STATE GOVERNMENT Queensland

2000 – 2002 Electronic Procurement Projects – Manager/Project Officer (Level 8)

§ **Project Manager**

Manage electronic procurement projects including pilot projects for the electronic-enablement of Departmental programs and electronic-commerce projects developed within the State Government and or joint venture projects with industry.

• **Staff Training**

Train staff in Project Management skills, including communications skills (written and verbal) report writing, presentations for all management/client levels and personal development.

• **LRDP Manager**

Training in Project Management and leadership skills for personal and staff development, including communications skills (written and verbal) report writing, presentations for all management/client levels.

• **Harassment Equality and Resolution Officer (HERO)**

Assist and inform harassed or concerned employees with resolution of incidents before they become significant workplace issues.

§ **Contract Manager**

Manage Contracts and Contractors for IT projects for the Government Information Technology Conditions (GITC) – Online application project and Contracts Database Management System.

§ **Staff Manager**

Manage electronic procurement staff, addressing Human Resource issues including staff career development, special staff issues and conditions and or disciplinary issues as they arise.

§ **Database Administrator**

Create databases to assist project managers with the management and implementation of projects. Support the maintenance of these databases. Train staff in the use of Microsoft Office 2000 (all applications).

2000 – 2001 Directory Administrator (Level 7)

Duties include:

- Writing the technical and user documents for the Queensland Governments GovNet (QLD State Governments Internet site) directory.
- Create Databases for the Government Call Centre to update data sent to the call center.
- Create Databases for working groups within Government Technology as required.

1997 – 2000 Senior Project Manager (Level 5/6)

Manage the Management of Panel Processes (MoPP) project for Government Technology. The MoPP project was a short term 6 month project requiring mapping of processes resulting in procedures for creating and managing purchasing panels for purchasing of IT & T products and services for the State Government.

1997 – 2003 LANGUAGE AND COMPUTER SKILLS TEACHER Thailand

Various short and long term positions throughout Thailand, duties listed below:

- Train students in basic use of Microsoft software, including Office 97, Office 2000 Suites & Windows 95, following Microsoft and institutes training guidelines.
- Develop an English language computer training program for Kindergarten and Primary age students, using off the shelf “child friendly” software packages.
- Managed foreign teaching staff hiring etc including co-ordination of timetables, counselling, staff meetings and social events.
- Develop special training for children with learning disabilities (dyslexia).
- Prepare and train private English Language Conversation classes for two learning levels, Adults and Children within a Thai village environment.
- Conduct visitor English Language classes at primary level in a Thai public school, as well as provide computer systems and training support.
- Conduct presentations for English Language excellence at high school level in a Thai public school.

<b>Publications</b>	§	<u>Gray, H.</u> (2009) " <b>Engagement modes of older adults using information technology.</b> " Cases'n'Places: Global Cases in Educational Technology. <i>(In review)</i>
	§	Sanzogni, L. and <u>Gray, H.</u> (2009) " <b>The Situated Cognition Paradigm in an A Priori setting: A case in a Multicultural Classroom.</b> " Cases'n'Places: Global Cases in Educational Technology. <i>(In review)</i>
	§	Meyers, N. <u>Gray, H.</u> Hearn, G. and Sanzogni, L. (2009) " <b>Wireless mobility usage: a preliminary qualitative study in two Australian university settings.</b> " Cases'n'Places: Global Cases in Educational Technology. <i>(In review)</i>
	§	<u>Gray, H.</u> Hearn, G. Meyers, N. and Sanzogni, L. (2009) " <b>Codes of Conduct for mobile device use in meetings.</b> " Cases'n'Places: Global Cases in Educational Technology. <i>(In review)</i>
	§	<u>Gray, H.</u> Marks, H. Meyers, N. Jones, W. Hearn, G. and Sanzogni, L. (2009) " <b>Mobile technology for improved productivity: analysis of an in-field trial at two Australian Universities.</b> " Cases'n'Places: Global Cases in Educational Technology. <i>(In review)</i>
	§	Sanzogni, L. Whungsuriya, N. and <u>Gray, H.</u> (2008) " <b>Corporate Struggle with ICT in Thailand: A Case Study</b> " <i>Electronic Journal of Information Systems in Developing Countries</i> Vol 34, 3, pp 1-15.
	•	Hearn, G. Foth, M. <u>Gray, H.</u> (2008) " <b>Using and auditing new media in organizational communication.</b> " <i>Corporate Communication: An International Journal.</i> (In Review)
	§	Sanzogni, L. and Arthur-Gray, H. (2007) <b>Technology Leapfrogging in Thailand.</b> <i>Global Information Technologies, Concepts, Methodologies, Tools and Applications.</i> Information Science Reference. Hershey PA, ISBN 978-1-59904-939-7
	•	<u>Gray, H.</u> and Campbell, J. " <b>An engaged community, but do they have the skills?</b> <i>International Conference on Engaging Communities</i> , United Nations and Queensland State Government, 14-17 August 2005.
	•	<u>Gray, H.</u> and Campbell, J. (2006) " <b>Education Trends in Thai Businesses Utilizing Information Technology</b> ", <i>Encyclopedia of Developing Regional Communities with Information and Communication Technology</i> , Hershey PA, ISBN 1-59140-575-0, pp. 256-268.
	•	Sanzogni, L. and <u>Gray, H.</u> , (2006) <b>Technology Leapfrogging in Thailand</b> , <i>Encyclopedia of Developing Regional Communities with Information and Communication Technology</i> , Hershey PA, ISBN 1-59140-575-0, pp. 671-676.
	•	<u>Gray, H.</u> and Sanzogni, L., <b>Technology Leapfrogging in Thailand: Issues for the Support of eCommerce Infrastructure</b> , <i>Electronic Journal of Information Systems in Developing Countries</i> , January 2004, Vol 16, 3, pp 1-26.
	•	<u>Gray, H.</u> and Campbell, J., " <b>CEO Acceptance and Use of Information Systems in Non-Agricultural Businesses in Regional Thailand</b> ", <i>Proceedings of the 5th International Information Technology in Regional Areas Conference ITIRA 2003</i> , Caloundra Australia, December 2003, ISBN 1-876674-67-9, pp. 104-112.
	•	<u>Gray, H.</u> and Campbell, J., " <b>A Survey of Technology Innovation and Use by Businesses in Regional Thailand</b> ", <i>Proceeding of the Seventh Pacific Asia Conference on Information Systems PACIS 2003</i> , Adelaide 10-13 July, ISBN 0-868039942, pp. 995-1004.
	•	<u>Gray, H.</u> and Campbell, J., " <b>Electronic Enablement of Businesses in Regional Thailand</b> ", <i>Closing Gaps in the Digital Divide: Regional Conference on Digital GMS</i> , Bangkok, Thailand, 26-28 February 2003.
<b>Committees/ Memberships</b>	•	<u>Organising Committee</u> - QuallT2007 Conference , Wellington NZ 2007
	•	<u>Organising Committee</u> - QuallT2006 Conference , Brisbane AUST 2006
	•	<u>Member</u> – Association of Information Systems (AIS)
	•	<u>Member</u> – Women in Technology (WIT)
	•	<u>Member</u> – Grounded Theory Institute

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<b>Key Achievements</b>	<p><b>Australian Postgraduate Award</b> Scholarship to conduct a research higher degree at Griffith University, Queensland Australia.</p> <p><b>Griffith University Scholarship</b> A \$5000 award given by Griffith University toward tuition expenses for postgraduate classes leading toward a Masters Degree.</p> <p><b>Commendation</b> Personal thanks from the Director of the Department of Innovation and Information Economy for work well done over the period of my employment under his directorship.</p> <p><b>Excellence Award</b> "Successful SAP Prototype team member", implementing the Business Process Report (BPR) for Blast Management System (BMS) through SAP for the Quarry Service business.</p> <p><b>Excellence Award</b> "Successful member on the Project Bullseye team", which focussed 5 months on documenting the work processes used by Quarry Services, then writing work instructions for field personnel and the standard of setting a focus on quality and procedural excellence. This culminated in a presentation to the General Manager for ICI Australia, of processes and a focus for the future to work from.</p> <p><b>Excellence Award</b> From Sunshine Quality Improvement Team (SQIT) for providing management reports to support "Rock on Ground" contracts.</p> <p><b>Recognition</b> For writing a considerable number of SAP User Documentations for Blast Management Systems in "Project Woomera" which was considered by Ron Murtar (ICI documentation and Training Manager) to be the bench mark for Project Woomera.</p> <p><b>Excellence Award</b> Hosting international visitors, showing the workings of Quarry Services and Explaining the systems put in place to ensure quality and profitability.</p> <p><b>Recognition</b> For responsiveness toward customers from Customer Services Team Leader through a Customer Satisfaction Survey.</p>
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