

Liam Jackson

Website: liamjackson.co.uk E-MAIL me@liamjackson.co.uk

ABOUT ME

I am an enthusiastic and friendly Senior IT Technician at Saint Aidan's Church of England High School. I currently provide IT Support for over 800 users to ensure a fast, reliable and secure network. I am currently studying for a Digital Technologies Solutions: Cybersecurity Degree at the University of Bolton. In addition to this, I am also studying for the COMP TIA Sec+ qualification. I am looking for new opportunities in the Cybersecurity field.

EDUCATION

University of Bolton

Digital and Technology Solutions: Cybersecurity, Predicated 1st Class Honours -
Modules include:

- Networks and Security - Grade A
- Technology in Practice - Grade A
- Programming and Scripting - Grade A
- Security Fundamentals - Grade A
- Business Software Development - Grade A
- Technology in Action - Grade B
- Secure Systems - Grade A
- Programming for Cybersecurity - Grade A
- Ethical Hacking and Digital Forensics - Grade A

Baltic Apprenticeships

C&G Level 4 Diploma for ICT Professional – Systems and Principles

- Level 4 Project Management – Distinction
- Level 4 Effective Communication in Business – Distinction
- Level 4 Systems Development – Distinction
- Level 4 Personal and Professional Development - Merit
- Level 4 Data Communications and Networks – Distinction

- Level 4 Networking Technologies – Distinction
- Level 4 Emerging Technologies – Distinction
- Level 5 IT Virtualisation – Distinction
- Installing and Configuring Windows Based servers - Pass

C&G Level 4 Diploma in Professional Competence for IT and Telecoms Professionals

Kendal College

C&G Level 3 Certificate in ICT System and Principles

C&G Level 3 Certificate in ICT Professional Competence

Function Skills Level 2 ICT

Dallam School

A-Levels: History (C) Economics and Business (C) and Health and Social Care (C)

GCSEs: Maths (C), English Lang (C), English Lit (C), Science (C), History (A), Religious Studies (A*),
Religious Studies – Short Course (A)

SKILLS

- Server and Network Maintenance including backups and firmware upgrades and configuration;
- Hyper V Server Management, including multiple hypervisors and virtual servers
- Sophos Central and Firewall management;
- DHCP/DNS maintenance and troubleshooting;
- DFS share creation and replication, when needed;
- WDS/MDT for image creation and deployment;
- Office 365 Management and Security, including SharePoint and OneDrive
- Basic/Intermediate experience with Python, HTML, SQL, Java Script and CSS
- Windows Defender for Office 365 management;
- Physical infrastructure support, including configuration and deployment of hypervisors, virtual services and switch configuration for VLAN requirements;
- Domain Controller configuration and deployment;
- Experience with AD, DNS, DHCP and GPO management;
- Basic Cisco Switch configuration skills;
- Excellent organisational and communication skills;

EXPERIENCE

Saint Aidan's Church of England High School | Senior IT Technician – November 2019 – Present Day

I am currently employed full-time at Saint Aidan's Church of England High School as a Senior IT Technician. As a member of a two-person team I provide IT Support to over 800 users including staff and students to ensure that they have a fast and secure network. My tasks include monitoring Windows Defender for Office 365, ensuring that any incidents and alerts are resolved as well as monitoring our Sophos Security Endpoint to deal with any potential security issues.

I also aid in the maintenance of the physical side of our infrastructure which includes multiple Hypervisors and their virtual Windows Servers via Hyper-V. This physical infrastructure support also includes switch configuration to meet our VLAN requirements, configuring and deploying new hypervisors and new virtual servers when needed. Also, I have also created new Domain Controllers, promoted them to the primary DC for the network and transferred all data and FSMO roles for two additional Primary Schools that the High School manages. I have developed experience in configuring and maintaining Active Directory, DNS, DHCP and Group Policy.

I provide support for Office 365 including data storage via SharePoint and OneDrive, aiding with the project of transferring departmental data to SharePoint from our local servers to help transfer some of the risk of potential data loss.

I left Saint Aidan's briefly to work for Connect2Cleanrooms before moving back to Saint Aidan's High School to complete my degree Apprenticeship.

Connect2Cleanrooms | IT Systems Specialist – August 2021 – November 2021

I left Saint Aidan's briefly to work with Connect2Cleanrooms. My main responsibility at Connect2Cleanrooms was to get the company in a position to achieve their CyberEssentials certification following a recent audit. I also began the process of creating internal processes, rather than relying on a third-party company to aid with cost reduction. This included the imaging and deployment of staff devices as well as assisting in the creation of a process for on/off-boarding staff for IT services to ensure they were compliant with internal security policies regarding sensitive data.

Tech Hub North West | IT Technician/Junior IT Technician | June 2017 – November 2019

Starting as an IT Technician I then became a Junior IT Technician and completed a higher level apprenticeship with Baltic Apprenticeships. This included a Level 4 Diploma for ICT Professionals where I was able to attain a distinction in every module. The modules included IT Virtualisation (Level 5), Networking Technologies (Level 4) and Project Management (Level 4). Whilst studying with Baltic, I also worked full time, providing IT Support to eleven primary schools ranging from 1st to 3rd line support. I assisted with the procurement of new IT equipment which I installed whilst liaising with members of staff/SLT to ensure it met their needs and requirements. I also provided IT Support to local businesses and attended home visits.

Moor Park High School and Sixth Form | IT Services Technician | January 2016 – June 2017

During my time at Moor Park I provided 1st and 2nd line support for over 600 users, utilising SCCM, WDS, Office 365 and a multitude of services to ensure all users got their technical issues resolved in a timely manner and provided with an explanation which matched their IT knowledge, whether that was an experienced IT user or an inexperienced user.

Lancaster Girls Grammar School | IT Services Apprentice | July 2013 – Jan 2016

During my time at Lancaster Girls Grammar School, I completed my Apprenticeship. It was here I learned the basics of IT support within an educational setting, and this was where I developed a passion for all things IT. During my time here, I provided IT support to over 500 users and took charge of an MS Office Upgrade project. This included training Staff and Students in the use of Office 365 and all its features. I also took charge of an IT overhaul project for the Art Department, where I sourced, designed and configured an entire IT suite to suit the needs of the Department.