

Liam Jackson

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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'm currently studying for a Digital Technologies Solutions: Cybersecurity Degree at the University of Bolton. In addition to this, I'm also studying for CISCO's CyberOps Associate and COMP TIA Sec+ qualifications. I'm looking for new opportunities in the Cybersecurity field.

EDUCATION

University of Bolton

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

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

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 as well as configuration
- Hyper V Server Management
- Group Policy Management;
- Active Directory Management;
- DHCP/DNS maintenance;
- DFS share creation and replication, when needed;
- WDS/MDT for image creation and deployment;
- Office 365 Management and Security, including SharePoint and OneDrive
- Bitlocker Encryption for GDPR compliance
- Basic/Intermediate experience with Python, HTML, SQL, Java Script and CSS
- Experienced with Windows Server and multiple distributions of Linux, mostly Ubuntu and Kali Linux
- Basic CISCO switch configuration
- 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. Some of 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. I have also created new Domain Controllers, promoted them to the primary DC for the network and then transferred all data and FSMO roles for two other Primary Schools that the High School manages. I also developed experience in configuring and maintaining Active Directory, DNS, DHCP and Group Policy.

I have also provided support for Office 365 including data storage via SharePoint and OneDrive, aiding in the project of transferring department data to SharePoint from our local servers to help transfer some of the risk of potential data loss.

Connect2Cleanrooms | IT Systems Specialist – August 2021 – November 2021

My main responsibility at Connect2Cleanrooms was to get the company in a position to achieve their CyberEssentials certification following a recent audit that they had. I also began the process of creating some internal processes, rather than relying on a third-party company to aid in cost reduction. This included the imaging and deployment of staff devices as well as assisting in the creation of the process for on-boarding and off-boarding staff for IT services to ensure that we 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 to complete a higher apprenticeship with Baltic Apprenticeships. This included a Level 4 Diploma for ICT Professionals where I was able to attain a distinction in every module it was possible to. 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 for eleven primary schools ranging from 1st line to 3rd line support. I helped procure new IT equipment and installed it whilst liaising with members of staff and 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 - Present Day

During my time at Moor Park I provided 1st line 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, 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 was in the process of completing my Apprenticeship, it was here I learned the basics of IT support within an education setting, and this was where I developed a passion for all things IT. During my time here, I provided IT support for over 500 users and took charge of an MS Office Upgrade project, which included training Staff and Students in the use of Office 365 and all its features. It was also here I took charge of an IT overhaul project for the Art Department, where I sourced, designed and configured an entire IT suite which suited the needs of the Department.