

# Liam Jackson

England, North West

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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 along side the Network Manager. 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.

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## EDUCATION

### University of Bolton

Digital and Technology Solutions: Cybersecurity, Predicated 1<sup>st</sup> Class Honours

Modules included:

- Ethical Hacking and Digital Forensics
- Business Software Development
- Programming for Cybersecurity
- Secure Systems
- Security Fundamentals.

### 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)

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## **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.

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## **EXPERIENCE**

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

I'm currently employed at Saint Aidan's Church of England High School as a Senior IT Technician. As a member of a two-person team we provide IT Support to over 800 users including staff and students to ensure that they have a fast and secure Network so that they can work uninterrupted. My daily tasks include looking at Windows Defender for Office 365, ensuring that any incidents and alert are resolved as well as monitoring our Sophos Security Endpoint to

deal with any potential security issues. In addition to this, I also aid in the maintenance of the physical side of our network which includes several Hypervisors and their many virtual Windows Servers. This physical network support also includes switch configuration to meet our VLAN requirements. In short, I deal with most 1<sup>st</sup> to 3<sup>rd</sup> level of IT Support requests, focusing on the security side of the schools operations in line with my apprenticeship in Cybersecurity.

#### **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 1<sup>st</sup> line to 3<sup>rd</sup> 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 1<sup>st</sup> line and 2<sup>nd</sup> 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.

