

# 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 and reliable working environment.

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## EDUCATION

### 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;
- Group Policy Management;
- Active Directory Management;
- DHCP/DNS maintenance;

- DFS share creation and replication, when needed;
- WDS/MDT for image creation and deployment;
- Using VAMT to deploy appropriate licenses;
- Utilising Meraki / Lightspeed MDM with Apple Configurator to deploy and manage school iPads;
- Office 365 Management including SharePoint and OneDrive
- Bitlocker Encryption for GDPR compliance
- Website Maintenance with basic HTML and CSS knowledge
- 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. Utilising Active Directory, Group Policy, Hyper-V, Office 365, MDT and other services we ensure a fast and reliable working environment for all 800 users. During the recent pandemic, to ensure staff could provide high quality lessons from home, we took advantage of Office 365, Sharepoint, OneDrive, Hyper-V and our gateway server so that staff could continue to work uninterrupted at home. I manage my time and prioritise jobs by using our ticket system and ensure jobs are completed depending on the impact they have on teaching and learning. As well as providing IT Support to users, I also help with the maintenance of hardware including Hypervisors, virtual servers, switches etc. In addition to providing IT Support, I also help to procure and install IT Hardware depending on the need and budget of the department requesting it. Finally, I provide IT Support to a single Primary School where I act as their IT Technician/Advisor and help with all things IT related.

### **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.

### **Lancaster Royal Grammar School | History Department (6<sup>th</sup> Form Work Experience)**

During my time at Sixth Form, I started to develop my passion for History, which I still have today. During my time I wrote a piece for the Lancaster publication 'The Lancastrian' which was distributed to over 4,000 people. I also helped organise a one-day trip exploring the dissolution of the Monasteries for 30 pupils.

### **Lancaster Royal Grammar School | Temporary Kitchen assistant | February – December 2013**

During my time at Lancaster Royal Grammar School I was a dedicated member of a team of 20 kitchen staff where I displayed an ability to be co-ordinated and efficient within my role to provide meals for 500 boarders and boarding staff. I possessed excellent communication skills which were vital in a high-risk environment.