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| Jacob Lewis Smith  [07484 635334]  [work@jacob-s.co.uk] |

I am a very flexible, hardworking, and conscientious person. I work very well on my own and as part of a team.

**Employment:**

**IT Infrastructure Analyst General & Medical Healthcare**

May 2023 – Present

* Experience Using:
  + Office 365 – Administration and tenant management.
  + Microsoft Teams and Zoom admin support for users.
  + Active Directory / On-prem Exchange server support.
  + Full server hardware and software support
  + Full Stack VMware ESXI/vSphere management
  + HyperV Virtual machine management
  + Sense call recording software – safely stores and encrypt any call recordings coming into our phone system
  + Experience with 3CX phone system – management and installation.
* My role within the company is to provide 1st, 2nd and 3rd line support to all users within the company. This can involve off-site visits to any of our offices within London, Guernsey and Pilton assisting with any IT or technical-related issues.
* Alongside assisting with issues within the company, a major part of my job is IT-related project work. This can vary from major system upgrades to in-house development work for our custom software that is written by in-house developers. This can also include any technical maintenance that is needed on any of the equipment out of hours, along with equipment refreshes if anything needs to be upgraded to meet business needs and guidelines.

**Senior IT Technician Ken Stimpson Community School**

August 2020 – May 2023

* Experience using:
  + Google Admin – Management over Chromebooks
  + Office 365 Administration and tenant management – using Azure Active Directory, Intune, Teams, Exchange and SharePoint.
  + Server Hardware support.
  + Active Directory / On-prem Exchange support.
  + Full VMware ESXI/vSphere management over a cluster.
  + Management and maintenance of our Smoothwall Cloud Filter.
  + Experience using Aviglon CCTV Systems.
  + Install, upgrade, configure & support hardware/software.
  + Install, upgrade, configure full site-wide Networking – Updating VLAN configs, DHCP and DNS management.
  + Experience with 3CX Phone system management/setup.
* As part of my role, I am providing 1st, 2nd, and 3rd line support to all users within the school (Students, Teachers, Management, and governors) with any issues they have from Software to Hardware. Alongside support, I am also responsible for Team management when the Technical Services Manager is not on site or available during the working days. This can vary from delegating correct tasks to certain technicians, to catchups with technicians about certain tasks throughout the day.
* Throughout my role, I am part projects that are happening throughout our site varying on size. These can vary from full room upgrades of our IT Suites around school, to our Core Network replacement/Server replacement. As part of these projects, I am required to install equipment, when necessary, alongside setup/configure all hardware and software for the relevant needs around the site.
* Additionally, I am also responsible for out of hour event support with our Prospective Parents evenings for all new and upcoming students, and other events happening throughout the school. This requires support with using microphones within our Assembly Venue, alongside lighting and Projector Support.

**1st Line Service Desk Analyst Interaction Recruitment – Working at CDW - Travelodge Service Desk**

January 2020 – August 2020

* Experience Using:
  + Administration in Google Admin
  + Active Directory Administration
  + SOTI Mobi Control (Equivalent to Cisco Meraki)
  + Full Use of Citrix Environment – Including virtual desktop, virtual phone using Cisco Jabba
  + Administration over Multiple in-house systems including booking ORS (Opera Reservation System)
* My main responsibility within being a Service Desk Analyst is to provide first line, high quality support for all Travelodge members of staff calling into the Service Desk for assistance.
* Alongside providing support, I also undertake project tasks to improve the productivity and workflow of the Travelodge Service desk. These tasks consist of creating and building systems to improve knowledge and provide more independence throughout the team. Alongside this, making sure documentation for all systems is kept up to standard and date with all business processes.
* I am also part of the training team within the Service Desk. This consists of taking on new starters within the business and training them to the standard of being a Service Desk Analyst. Once completed the training program, setup by myself, they will be fully competent and trained to work on the Service Desk handling calls.

**Apprentice IT Technician**  **Jack Hunt School**

July 2018 – December 2019 – Worked towards Level 3 Infrastructure Technician

* Experience Using:
  + Active Directory (AD)
  + NetSupport (DNA, Tech Console, Help Desk)
  + Basic Knowledge of System Center Configuration Manager (SCCM)
  + Basic Knowledge of Hyper V
  + Use of Office 365 Admin
  + Full use of Office 365 Applications
* My role is 1st line IT Support for all the students and staff in the school. I am responsible for answering all phone queries and responding to any issues raised around the school via email.
* As part of the IT Team, I work on multiple projects. This could be improvements on current systems we run or creating new systems to make IT easier throughout the entire school for Administration users as well as teachers.
* After school hours I am required to assist our Audio and Visual technician with tasks which include setting up for our yearly school Musical as well as Sports Awards conferences operating either the sound, lighting, or projections for these events.
* In addition to all the responsibilities I have during the working day I have projects and tasks set for my Apprenticeship qualification. I must ensure all work is completed and submitted to a high standard before required deadlines.

**Education** September 2012 – June 2018

**Ken Simpson Community School** GCSE Qualifications:

Computer Science – A Maths – 4 (Equiv to C)

English Lit – 6 (Equiv to B) English Lang – 5 (Equiv to C)

Science – C Additional Science – C

Drama – B Geography – C

ECDL (IT) – Distinction\*

September 2017 – June 2018 I gained a merit studying RSL Creative and Performing Arts Specialising in Technical Aspects (Sound and Lighting)

**Hobbies and Outside activities:**

September 2015 – Present **Volunteer Lighting/Sound and Stage Crew Technician at Stamford Corn Exchange Theatre**

* At the Stamford Corn Exchange, I volunteer most of my spare time to help with shows that are run. I undertake several roles throughout the theatre including Stage Management, Lighting and Sound Technician. Whilst in these roles, I am also responsible for the Health and Safety of all personnel and members of the public within the Theatre.
* As part of the technical team at the Corn Exchange Theatre, I ensure that I have all the lights set and focused to the requirements of the band or performer on stage, alongside being responsible for a balanced and clear sound being produced from the Left and Right front of house Array speakers.
* Throughout the Theatre, I am also part of the maintenance team. This entitles me to perform maintenance on all systems when we have downtime between shows. This could be maintenance on Lights, Sound equipment or the building itself.

**Workplace Reference:**

Lee Chambers

Technical Services Manager

Ken Stimpson Community School

Workplace Number: 01733 765 950

[L.Chambers@kscs.org.uk](mailto:L.Chambers@kscs.org.uk)

**Personal Reference:**

Ben Dearden

Aircraft Maintenance Technician

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