

Profile

Highly motivated and knowledgeable individual with a passion for the information technology industry, proficient in various leading computer system technologies including Citrix and vSphere. Technical skills obtained through various 'home-lab' scenarios and exposure with systems in the industry. Exceptional interpersonal skills with a background of customer-facing helpdesk support and liaising with various external contacts in a senior position.

Technical Proficiencies:

Platforms: Windows Server 2016, VMware vSphere, Ubuntu Linux

Tools: Citrix XenDesktop, Microsoft Azure, Active Directory, DesktopCentral, Grafana, PRTG, Office 365.

Languages: PowerShell, Python, Bash

Professional Experience

Senior IT Technician | Furness College, Barrow-in-Furness, Cumbria

March 2020 – Present

Maintaining and administering the majority of the College's infrastructure. Working directly with the IT Manager and the Network Lead to orchestrate implementation of new servers, software and other service improvements. Supporting helpdesk technicians with issues that require escalation, providing the necessary training in specific subject matters.

- Management, monitoring and configuration of vital college infrastructure, including VMware vSphere, Citrix XenDesktop, Windows Server 2016 and Office 365.
- Administering the College's Active Directory infrastructure, integrating over 2,000 Windows-based devices, across three domains and four physical sites. Using developed scripts for automating general administration workflow and tasks.
- Designed and developed a new touch-based system for updating equipment's location and their maintenance records, resulting in 72% more efficient hardware deployments. Integration with the on-premises hardware-tracking database.
- Developed procedures and documentation for remote working and learning during the COVID-19 pandemic, aiding teachers with planning and executing remote teaching using various software tools and hardware.

IT Helpdesk Technician | Furness College, Barrow-in-Furness, Cumbria

December 2019 – March 2020

Providing first line IT support to students and staff on campus, ensuring technical issues are resolved when they arise and handling tickets submitted by staff, escalating them when necessary.

- Provided over-the-phone and remote desktop support to staff and students to resolve issues in a timely fashion, resolving approximately 80% of first-line support calls without the need for escalation.
- Assisted senior technicians in the planning and execution of various hardware installations across multiple campuses, resolving both major and minor technical issues that arise throughout the deployment.

Education

Foundation Degree in Computing, Pass with Distinction

Graduated 2020

University of Cumbria, situated at Furness College

Hobbies / Personal Interests

Simulated Auto Racing • Pianist and Guitarist • Aviation Enthusiast • Interior Design • Retro Computing