ANDRE BASSON │ Graduate Systems Engineer @ Lancom Technology
Condensed Breakdown

The following is a condensed* breakdown of the IT services performed, as well as systems & technologies leveraged and managed while working at Lancom Technology as a Tier 1 (Graduate) Systems Engineer

GRADUATE SYSTEMS ENGINEER (T1)
Lancom Technology | 03/2021 – 02/2022

Perform a range of IT support services at T1 level at a rapid growing Managed Service Provider, including:

- Provide IT support for Windows Workloads for both on-premises or in the cloud systems for remote customers.
- Review, Diagnose, Manage and Close all assigned tickets within SLA
- Analyse tickets & find key problems to investigate & resolve root causes
- Liaise with clients, customers and vendors, answering inbound support calls and log tickets
- Exhibit fantastic written and verbal communication skills, as well as have an excellent understanding of the fundamentals of good customer service

Manage, support and leverage technologies at Tier 1 level:

- **Client Liaison:**
  - Liaising with clients, customers and 3rd party vendors

- **Ticketing Systems:**
  - Connectwise Manage
  - DeskDirector Tech

- **Automation and Remote Access:**
  - Connectwise Automate
  - ScreenConnect
  - Teamviewer
  - Quick Connect
  - RDP

- **Storage and Collaboration:**
  - SharePoint
  - OneDrive
  - OneNote

- **Correspondence:**
  - Microsoft Outlook
  - OWA
  - Microsoft Teams

- **PBX/QVR Systems:** 3CX
- **IT Documentation database:** IT Glue

- **Company reporting, metrics and analytics:** Brightguage
- **Line of Business (LOB) software application support:** miscellaneous
- **PC hardware and peripheral support**, incl. device drivers, troubleshooting, etc.
- **Windows 10 Professional**

- **Windows Server (2008, 2012, 2016)**, incl.:
  - Task scheduling, cmd & PowerShell scripting, event log investigations, server patching, print server management

- **Managed File Transfer (MFT) systems:** GoAnywhere MFT
- **MS Apps for Business/Enterprise**, incl.:
  - MS Outlook, Word, Excel, Teams, OneDrive, SharePoint, etc.

- **Office/Microsoft 365 Admin Centre**
  - User and group management, access permissions, license management, service health, compliance testing, guest user access, SharePoint access, lodging MS support tickets, etc.

- **Directory Services**
  - Active Directory (on-premises), incl.:
    - User account and group management
    - AD sync & AD replication to AD sites
    - GPO/GPM management
    - AppLocker

  - Azure Active Directory, incl.:
    - User/group management
    - Conditional Access policies & MFA
    - Computer AD domain joins & registrations,
    - enterprise applications and SSO/Federation,
    - Admin access roll management with PIM,
    - Intune/MEM & configuration profiles & device management
    - Device Compliance

- **Exchange Online/Admin Center**
  - Investigate and manage of mailboxes, access permissions, forwarding, quarantining, SPAM filtering, archiving, resizing and message trace analyses

- **System Patching & Updates:**
  - HP Thinclients patched from HPDM 5.0 admin console
  - Connectwise Automate
  - Windows server patching

- **Backup and Recovery:** Azure Backup Center
- **Microsoft Virtual Machines:** WVD/AVD

- **Antivirus software:**
  - ESET
  - MS Defender AV
  - Webroot

- **VPNs & Firewalls:**
  - Azure P2S
  - SonicWall
  - Sophos