

ANDRE BASSON | Graduate Systems Engineer @ Lancom Technology

Comprehensive Breakdown

The following is a comprehensive* 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

* For a Condensed Breakdown | click [here](#)

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 for:

Lancom Technology (Employer):

- **Liaising with staff members**
 - Service desk manager (SDM) – Dennis Apolonio
 - Customer success manager (CSM) – Mike Foresyth
 - Pod/team leader, pod/Team members, incl. cross pod
 - Jonathan Sinclair (Green pod)
- **Ticketing Systems**
 - Connectwise Manage
 - Log, update, manage & assign tickets
 - Deskdirector Tech
 - In-house application interfacing with Connectwise Manage
 - Logging time on tickets for actions performed, etc.
- **Automation & Remote access**
 - ScreenConnect to remote locations
 - Connectwise Automate (labtech)
 - Remote connection to computers
 - Investigations/troubleshooting of user's computer hardware & software, and network/infrastructure detail
 - Pushing scripts (pre-defined)
 - Starting/restarting services on remote machines
 - Port scanning

- Configure automated updating/patching software, incl. 3rd party software
- Teamviewer
- MS Quick Connect
- Remote Desktop Protocol (RDP)
- **Storage and Collaboration**
 - OneDrive, SharePoint, OneNote
- **Correspondence & Email**
 - Outlook
 - Outlook web application (OWA)
 - MS Teams
- **In-house applications**
 - CSP portal
 - Web app interfacing with MS license intermediary (eg. Dicker Data) to purchase and allocate licenses in realtime to client.
 - Desk Director Tech
 - Ticketing system & interface to Connectwise management
 - Lancom Button – ticketing system front end interface to Desk Director Tech (both client and technician portal)
- **PBX/QVR systems**
 - 3CX
 - Managing new and current users, filters, call-forwarding, ring-groups, provisioning DDIs and phones, etc.
- **IT Documentation Database**
 - ITGlue
- **Company Analytics, Reporting, Gauging, Metrics, Customer Satisfaction (CSAT)**
 - Brightguage
- **Other**
 - LastPass, Nitro PDF, Adobe, Bloomberg Terminal client application.

Clients, Customers and 3rd Party Vendors:

- **Liaising with clients, customers and 3rd party vendors, incl.:**
 - Taking/making phone calls, messaging via ScreenConnect messenger, email and ticket updates
 - Creating and providing instruction manuals to customers
 - Writing of reports (eg. License distributions, etc.) for customers
- **Computer Hardware**
 - HP, Dell and Lenovo laptops, PCs and tablets/surface Pros, HP Thin Clients
 - Docking stations (USB-C, USB3)
 - Hardware diagnostics and fault-finding, incl.:
 - General troubleshooting in Windows
 - 3rd party and/or manufacturer standard diagnostic tools
 - Software & BSOD troubleshooting
 - LAN/wifi Printers setup and driver installations
- **Windows 10 Professional**
 - Installation, setup, configuration, upgrades, hardware/software troubleshooting
 - Manage local user profiles, accounts and group membership, etc.
- **Line of Business (LoB) Software Application Support**
 - General support, installation and troubleshooting
 - Liaising with 3rd party vendors
 - Lodging support tickets with Microsoft, Bluebeam, LastPass, Bloomberg, etc.
- **Managed File Transfer (MFT) systems**
 - **GoAnywhere MFT**
 - Manage, troubleshoot and investigate file transfer projects and alerts issued, incl. understanding the basics of:
 - MFT Project monitors, triggers, workflows, filters, schedules, audit logs, etc.
- **Microsoft 365 Apps for Business/Enterprise**
 - **MS Outlook**
 - Installation and setup
 - Management & troubleshooting, incl.:
 - Add-ins & 3rd party extensions (eg. Hubspot CRM, Bluebeam)
 - Troubleshoot MS license activation/sign-in issues & fixing user mail Profile issues
 - Mail rules and filters
 - Adding 2nd primary mailbox of shared mailboxes manually in Outlook desktop app
 - Mailbox resizing (eg. historical email retrieval time-frames)
 - Distribution lists/group management (O365 portal, or manually)
 - Email Signature setup (manually in desktop app, in OWA, or pushed via Connectwise Automate script)
 - Setup "out of office" emails from Office 365 user portal
 - Email exporting, quarantining, releasing, investigation, etc. in **Security & Compliance Centre**.

- **Microsoft Office Apps (Word, Excel)**
 - Installation, general usage, upgrading and troubleshooting, incl.:
 - Investigating macros run-time issues, add-ins, extensions & plug-ins
 - Vast array of general troubleshooting practices, incl.:
 - License sign-in and activation issues
- **Microsoft Teams**
 - Installation & general troubleshooting on common issues
 - General usage, incl.:
 - Creating Teams channels
 - invite/schedule Teams meetings
 - adding users to a team in Teams
 - General admin in MS Teams Admin Centre, incl.:
 - Enable, configure and invite external access / collaboration for external users
- **OneDrive**
 - Sign in, setup and troubleshoot user's OneDrive on PC
 - Map user's OneDrive location to local drive on PC
- **SharePoint**
 - General admin, troubleshooting and investigations in SP Admin Centre.
 - Syncing SharePoint site folders to computer (accessible in File Explorer)
 - mapping local drive to SharePoint site folder
 - Investigate and troubleshoot general user experienced issues, eg. Access to SP site issues
 - Manage user/group access permissions to Sharepoint site and folders
 - file restoration or reversion to previous versions
- **Office/Microsoft 365 Admin Centre**
 - Create and manage user accounts
 - MS License management
 - Perform an assortment of investigations, incl.:
 - Checking Office app service health
 - Users at risk investigations (eg. Authorization/sign-in attempts, conditional access triggers, etc.)
 - Email exporting, quarantining, releasing, investigations, etc. in **Security & Compliance centre**.
 - Configuring guest user access for external users (MS 365 groups, MS Teams, file sharing)
 - Configuring external sharing to Sharepoint sites and OneDrive.
 - Manage MS Groups and memberships
 - Syncing information from AD (on-prem) and Azure AD from PowerShell.
 - Creating and manage mail distribution groups/lists
 - lodging MS support tickets
- **Exchange Online/Admin Centre**
 - Manage mailboxes (primary or shared) and mailflow/email trace issues, incl.:
 - Access permissions to (shared) mailboxes, and (shared) calendars

- Incl. using PowerShell scripts
 - Setup mail forwarding
 - Distribution lists (creating, add/remove accounts)
 - Email quarantining, releasing, investigations, etc.
 - SPAM filtering
 - Mailbox In-place archiving
 - Mailbox resizing (limitation of historical email retrieval)
 - Testing mailflow via message trace investigations
- Investigate email delays, non-deliveries, including analysis of headers (eg. SPF records authentication issues) in **MXtoolbox**.
- **Patching and Updates**
 - HP Thinclient Widows patching/updates via HPDM 5.0 admin portal
 - Pre-defined scripts employed during updates/patching.
 - Connectwise Automate:
 - Configure auto updates of 3rd party software using plug-in (eg. Ninite)
 - Windows Server Patching
 - Following best practice and company provided guidelines.
- **Windows Desktop (Windows 10 Professional)**
 - Installation, setup, configuration, upgrades, hardware/software troubleshooting, incl. peripherals and docking stations
 - Computer to AD and/or Azure AD domain joins/registrations
 - Manage local user profiles, accounts and local security group membership in Active Directory (Azure or on-prem)
 - Backups and restoration of user personal data, incl. browser bookmarks and password credentials, and email signatures
 - Implement vast array of troubleshooting techniques and common practices, incl.:
 - Computer Management tools
 - Event log investigations
 - MS and 3rd party hardware and software diagnostics (eg. Bloomberg Terminal)
- **Windows Server (2008, 2012, 2016)**
 - Task scheduling management and investigation
 - CMD line scripting
 - PowerShell scripting, eg.:
 - Manage access permissions to shared mailboxes, calendars, distribution groups, etc.
 - Manage/investigate user mailbox details (eg. Email Forwarding)
 - Investigate AD/AAD join status
 - Manage OWA mailbox policies (eg. Block/allow file types)
 - Event logs, incl.:
 - Investigate and troubleshoot RDS & VPN connection issues
 - Investigate into VPN authentication issues on Radius (NPS) Server
 - Clustered SQL server patching
 - Performed AOAG clustered Windows server patching using SSMS to control failover between primary and secondary servers.
 - Data restore & recovery via **Backup manager**
 - Free space management using **Wiztree** tool

- **Printer Server management**
 - Investigating and troubleshooting printer issues using “Print Management” service on Windows Server
- **Active Directory (on-prem) on Windows Server**
 - AD/AzureAD Domain join computers
 - Create and manage of user accounts and groups
 - Syncing information to O365/Azure
 - Replicating AD to other Domain Controllers via AD Sites and Services
 - Group Policy Object (GPO) management in GPM
 - primarily to investigate current GPOs and how it relates to mapped network drives and user access permission to resources.
 - Create new GPOs
 - Manage access and access permission to shared resources (network paths) & printer access (see GPO/GPM)
 - Manage and investigate **Applocker** application permissions/access in Event logs and GPOs
 - Manage Applocker rules for apps running on WVD/AVD host servers.
- **Microsoft Azure**
 - Also see Office 365 portal for similar management options and functionality
 - **Azure Active Directory (Azure AD)**
 - Investigate and manage user accounts, security groups and devices
 - Device AAD domain join and/or registration
 - MS 365, Teams and Security Group management
 - Manage & investigate Conditional Access policies protect user identity
 - Eg. force MFA, geo (un)blocking, setup named locations for remote workers, allow on-prem single sign-on (SSO)
 - Manage and troubleshoot user Multifactor Authentication (MFA), incl. setup of MS authenticator app on mobile phone
 - Review/Manage approved Enterprise Application registrations and federation/SSO, incl. approving admin consents.
 - Manage access roles and access permissions to Azure subscriptions
 - **Intune/MDM/Microsoft Endpoint Manager**
 - Enroll & Sync devices to Intune manually, and in MS **Endpoint Manager Admin Centre**.
 - Manage devices: Wipe, reset, etc.
 - Create and manage customer Configuration Profiles:
 - Eg. Custom screen inactivity lockout
 - Investigate device compliance and audit logs to track and monitor events
 - Managed Apps: App configuration
 - **Defender for Endpoint**
 - Eg. Email quarantining, releasing, investigations, etc. in Security & Compliance center.
 - **Privileged Identity Management (PIM)**
 - Manage Admin AD roles
 - **Azure Backup Center**
 - Use Azure Backup Center to recover/restore user data/files from Backup Vaults in **Azure Storage Accounts**.

- Azure Storage Accounts
- Windows/Azure Virtual Desktops (WVD/AVDs)
 - AVD/WVD Desktop client management (install/uninstall, troubleshooting, subscriptions)
 - Managing WVD/AVD user access:
 - I.e. Adding/removing users to host pool either manually in Azure, or via Security Group Policy membership in AD or Azure AD.
 - Drain (load balance) AVD host server into/out of available host pool
 - Restore/recover files from VM/AVD/WVD from Azure VM backup
 - Troubleshooting AVD/WVD issues, incl.:
 - Login issues
 - Blank user profile issues
 - eg. Manage/delete stale connections (SMB handles) in user's profile from Azure Storage Account.
- **Antivirus**
 - Manage user licensing
 - Perform basic admin management and troubleshooting of AV applications for ESET, MS Defender AV, Webroot
- **VPNs & Firewalls**
 - VPN client applications setup and management, incl.:
 - Azure P2S, SonicWall, Sophos, etc.
 - Sonicwall VPN and firewall setup via SonicWall portal, incl.:
 - User and user license management
- **Web Browsers**
 - Install & Troubleshoot common issues for: Google Chrome, Edge, Internet Explorer, Firefox
- **Assortment of 3rd party application support, incl.:**
 - MS Visual Studio & Visual Studio code
 - MS SQL Server
 - ODBC drivers
 - Bloomberg terminal and Splashtop Business (remote connection) app
 - Etc.