ANDRE BASSON | Graduate Systems Engineer @ Lancom Technology
Super-Condensed Breakdown

The following is a super-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

* For other breakdowns | 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 demonstrate excellent understanding of the fundamentals of good customer service
- Manage, support and leverage systems and technologies, including but not limited to:
  - See Skills Toolbox for super-condensed breakdown | see appendix (if available) for condensed and comprehensive breakdowns, or online here and here respectively.

Skills Toolbox

- 3CX | ITGlue | Brightguage | Connectwise Manage (Ticketing systems) | Connectwise Automate | ScreenConnect | Microsoft 365 Admin Center | Active Directory on-prem | Azure Active Directory | PC hardware & peripherals | Windows 10 Professional | Windows Server (2008, 2012, 2016) | Applocker | GoAnywhere MFT (managed file transfer) | MS 365 Apps for Enterprise/Business (Word | Excel | Outlook | Teams) | Exchange Online/Admin Center | SharePoint | OneDrive, OneNote | Server patching | Azure backup center | ESET/Defender AV/Webroot | VPNs & Firewalls | Line of Business Applications