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](https://github.com/andrebasson44/T1SysEngLCT)

**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 condensed breakdown | see appendix (if available) for short and full breakdowns, or online [here](https://somehwere.online) and [here](https://somehwere.online) 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