

Marcus Leadbeater

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Manchester

PERSONAL STATEMENT I have always been interested in working in an IT Environment and have done over the past 20 years spending time in developing my IT knowledge in 2nd line / Desktop Senior Roles. I enjoy working as part of a team, but I am able to work on my own initiative. I see the role of Desktop /3rd line Support as a natural progression and hope it will enable me to continue working in a field I enjoy – providing solutions for ICT. My main aim is to ensure that the customer is able to continue with their work as quickly as possible and also takes the pressure of the rest of the IT Support Team.

WORK EXPERIENCE

Job Title – Senior IT (Start date: **28/11/2016 - Present**) – **Permanent Staff**

Company Name – Brown bag films (Animation Studio)

Location – The Sharp Project

Thorp Road

Manchester

M40 5BJ

Responsibilities:

- My main responsibilities is to provide 2nd and 3rd line support to all users in the Animation Studio as well managing and securing the network.
- I work with a variety of technologies such as **Active Directory, Spicework, Adobe Creative Cloud, Toon boom Harmony, Story Pro Harmony, Maya (Autodesk), Mudbox (Autodesk) System Centre Configuration Manager, Power Shell, System Centre 2012r2 DPM, Bespoke Software, Cisco VPN, WebEx, Mitel MI Voice Business, Exchange Admin Centre, and Video Conferencing, Hyper- V 2012r2, Microsoft Window 7 & 10, Microsoft Server 2012 r2. Dell Sonic Wall, Azure Backup**
- I have set up Apple Devices and Android Devices, Mobile Phone, Desktop and Laptop, including rebuilds, new builds and upgrades to standard and high performance equipment and peripherals, Software Installation, Support and setting up encryption process for Windows and Mac OS X system and setting up virtual Desktop and Server on Hyper-V Server.
- I also look after the firewall, making sure all the VPN are running and receiving packets, looking at the traffic flow to make sure that the network is running stable, unrestricting or restricting access users on the Internet. Creating group on the firewall for user who need access to Social or work related sites
- I also create Batch Files, Power Shell Script, and DFS Management, AD group policy, setting up Print Server and Licence Server as well and managing the Local Servers.
- I also managed the Backup System and we use **DPM Administrator Console** and **Azure Backup** where we can restore data loss. We work with Iron Mountain to take our backup tapes.
- I also managed SCCM, where we monitor pc and Laptop for Virus, check to see if the pc has been updated for Security Reason, we can also push out software, managed the update from Microsoft so we can sent update after work hours, I can also create Collection for Users, Devices, and Software Packages on SCCM.
- I Trouble Shooting problem, investigation and diagnosis, identifying workarounds, recording known errors, associated resolutions and generating requests for change as appropriate and configuration support on Window and Apple Mac system)
- Looking after the Coms & Servers Rooms, Patching and Un-Patching network Sockets for PC, Printer Setting up Switches on the network.
- Provide client support via site visits on provided solutions
- Pick-up / deliver workstations to and from end users
- Reports details of all hardware/software items that have been installed and removed, ensuring that all change management and configuration management procedures are followed, and taking responsibility for maintenance and reconciliation of equipment and user databases.
- Ensures that requests are handled according to agreed procedures. For all requests that cannot be resolved, provides an effective interface between users and service providers supplying all necessary diagnostic information. Uses judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily

- Upload article and diagnostic trouble shooting information on the knowledge base
- Liaising with 3rd Party Company as in Buying Licence for Toom boom, Story Pro and Adobe software like Photoshop and after effect and many more. I also buy PC Equipment from our Main supplies HP and Scan.co.uk.
- I will also involve in the ISO Auditor (IT Security) which we pass and receive a ISO 27001:2013

WORK EXPERIENCE

Job Title – Infrastructure Analyst (Start date: **28/01/2013 – 25/11/2016**) – Contractor

Company Name – The University of Manchester

Location – Oxford Road
Manchester
M13 9PL

Responsibilities:

- Receiving support requests via remote Software such as BMC Remedy, LANDesk, email and telephone
- Recording and classifying support requests, prioritising requests and providing initial Support
- Using Network Admin Tool e.g. NIC Database, SCCM 2007 and 2012, ARP DB (**historical record of all the IP address/MAC address combinations seen on the network**), Trawler, User Registration System, Active Directory 6.1, Exchange Management and Novell
- Escalation and ownership of support requests: communicating with and on behalf of the customer, providing appropriate monitoring and review, ensuring resolution within agreed time-scales
- Second tier IS support: investigation, diagnosis, resolution and restoration of normal service
- Undertaking problem investigation and diagnosis, identifying workarounds, recording known errors, associated resolutions and generating requests for change as appropriate
- Potential developments or collaboration opportunities through establishing appropriate Academic and administrative networks
- To represent the team through interaction with individuals or groups of colleagues and users of the IS support community providing and receiving information relevant to
- Pick-up / deliver workstations to and from end users
- Involve in the Window 7 roll out deployment for the FLS for department for over 3000 desktops.
- Imaging Desktop and Laptop
- Setting up Apple Devices, Window desktop and Laptop and setting up Linux (Ubuntu and Fedora) desktop for the University of Manchester, including rebuilds, new builds and upgrades to standard and high performance equipment and peripherals, Software Installation, setting up virtual pc, using software like Virtual Box and VMware.
- Setting up NAS Drive and Time Capsule for Storage space on the University of Manchester Network.
- Setting up AV Equipment for room Meetings, Conferences, Skype conferences.
- Setting up server on Apple devices using software Called File Maker server
- Trouble Shooting and configuration support on Window, Apple Mac and Linux Operating system (Ubuntu and Fedora)
- Recovering data and sensitive information from hard drives located in desktop, Laptop, iMac, MacBook and any other PC devices.
- Engaging with project or task teams, managing assigned projects as appropriate
- On Call Rota for FLS dealing with P3 calls, Anti-virus and the Service desk Email queue for FLS
- Support and setting up the security (anti-virus, firewall and malware) on Windows, Apple and Linux (Ubuntu)
- Support and setting up encryption process for Windows, Linux and Mac OS X.
- Reports details of all hardware/software items that have been installed and removed, ensuring that all change management and configuration management procedures are followed, and taking responsibility for maintenance and reconciliation of equipment and user databases.
- Ensures that requests are handled according to agreed procedures. For all requests that cannot be resolved, provides an effective interface between users and service providers supplying all necessary diagnostic information. Use judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily.
- Upload article and diagnostic trouble shooting information on the knowledge base
- Liaising with 3rd Party Company

Job Title – IT Support Analyst (Start date: **03/2011 – 01/2013**)

Company Name - Balfour Beatty Workplace

Location - The Lighthouse 14 The Quays Salford M50 3BF

Responsibilities:

- Log all calls from customers and resolve queries where appropriate within SLA's
- IT Account Creation
- Escalate problems to 3rd level technical team
- Call Logging Tools (Infra Enterprise, Server Now)
- Take ownership of problems and aid in their resolution until fully resolved
- Work with a variety of technologies (including Lotus Notes, Citrix, Remote Software, MS Outlook, Active Directory, Exchange Server, Microsoft Windows Server 2008, Blackberry Enterprise Server, Three X Mobile Software for PDA, Cryptocard, Secure Fobs (RSA), VPN, Cisco Phone, Infoview, Maximo, Ciphre, Ciphernet, Wyse Terminal, HP RSA Server, Microsoft Offices)
- Remote 2nd line support, 2nd line support, desktop support, Installation and the preparation of the new PCs and printers, troubleshooting, Configuring TCP/ IP and WAN/LAN, prepare (image), upgrade and install I.T. equipment, and undertake 2nd and 3rd line support, where required. I had other duties including Activated Mobile Service like, Blackberry Mobile Phones, Handhelds PDA, Orange 3G Data Cards. I would also log call with 3rd party (BT, Orange Mobile Service, Esteem Service Desk, HP Service desk and other 3rd Party Service desk
- Provide client support via site visits on provided solutions
- Onsite and/or remote installation of solutions provided
- Onsite Installing, maintaining and supporting equipment, software and networking solutions supplied/as instructed by the Company

Job Title – IT Support Analyst (Start date: **02/2005 - 03/2011**)

Company Name - Wythenshawe Hospital

Location - Wythenshawe
Manchester
M23 9LT

Responsibilities:

- Log all calls from customers and resolve queries where appropriate within SLA's
- Escalate problems to 3rd level technical team
- Work with a variety of technologies (GroupWise, Novell Console One, Citrix, Outlook, Active Directory, Exchange Management, MS Office, Microsoft Windows Server 2008, Wyse Terminals, Ormis (Theatre System), JAC (Immediate Discharge System), Evolution (Maternity System), Sunquest ICE (Pathology System), PACS (X-ray System), Microsoft Offices
- Prepare (image), upgrade and install I.T. equipment
- Trouble shooting XP and Window 7 Software, Identify and correct faults with software, PC's and any other I.T. equipment
- Configuring TCP/ IP and WAN/LAN
- Involved in many IT Projects when changing the IT Infrastructure or setting up a new System
- IT Account Creation
- I train new Service Desk staff and introduce them to desktop programmes policies and procedures
- On call out of hours on a rota basis
- I am also responsible for the documentation and handling of the new IT stock equipment's, this involves dealing with deliveries, logging the details of those deliveries on the IT departments' internal system
- Provide client support via site visits on provided solutions
- Onsite and/or remote installation of solutions provided
- Onsite Installing, maintaining and supporting equipment, software and networking solutions supplied/as instructed by the Company

Training Courses Attended

Course title	Training provider	Duration	Year obtained
Helpdesk	CG Resources	6 Months	2005
ITIL - Foundation	Remarc Group	3 Days	2007
Microsoft Tailored	Remarc Group	3 Days	2007
MCITP Windows 7	QA Group	5 Days	2011
ECDL	Wythenshawe Hospital	3 Day	2011
ITIL – Foundation v3	Sysop Training Group	3 Days	2015

Security Status: SC Cleared

Driving Licence: Full UK Driving license

REFERENCES

References are available on request.