

Jonathan Sykes

mrjonsykes@gmail.com · +44 7871 101 248

Personal statement

I am a creative, lateral thinker, and I enjoy solving problems. I am always happy to learn new skills, and I have gained sound IT knowledge over the years from working with multiple operating systems.

Employment

1st-Line Support Engineer

Oxford Health NHS Foundation Trust 05/2019 – 06/2019

First-line service desk. Using ServiceNow, supporting iDevices and Windows 10 at the NHS in Oxford.

Assistant Computer Systems Administrator

Diamond Light Source 07/2018 – 04/2019

I assisted with the installation, commissioning and support of Linux computer systems required for the operation of Diamond Light Source beamlines; I completed RedHat training for this job.

ICT Technician

National Museums Scotland 11/2017 – 07/2018

My role entails first-line IT and AV support via phone, email, and TopDesk. Duties include installing software (including Office 2016, Adobe CC), building and deploying new and rebuilt PCs, managing user profiles on Active Directory, and updating user guide documentation on knowledgebase.

Learning and Information Technology Support Officer

University of Edinburgh 05/2016 – 03/2017

Second-line IT support for the university's School of Education, and first-line support for some of the School's AV rooms. I helped staff and visitors with a range of technical abilities to resolve IT issues, both in person and remotely using Bomgar. I helped to resolve hardware, software, and networking issues on Mac/PC desktops, laptops, iPads and Android tablets. I set up printers, configured new desktops and laptops, rebuilt older PCs to redeploy, and updated the asset register.

IT Assistant

University of Manchester 10/2014 – 10/2015

I worked within the university, for NorthWest EHealth. My duties included first-line support for users of NWEH's bespoke software. I worked with partner organisations to enable data extraction, and was responsible for software testing, reporting issues to developers, and writing user guides and procedure documentation. I managed SharePoint pages and user permissions.

Digitisation Operator

BBC 03/2009 – 08/2010 and 10/2013 – 03/2014

I was part of a team responsible for transferring programs in the BBC's archive from digital tape to file storage. This entailed ingesting video from Digi-beta or D-3 tape, quality checking the files' audio, video and meta-data, and writing the digitised media to LTO tapes for archiving. I left the BBC to travel in 2010, but returned for a fixed term in 2013 to help complete the D3 project on schedule.

Data Operator

Technicolor 06/2011 – 07/2013

Duties included managing several hundred terabytes of Technicolor's media data across several SAN volumes via a Mac terminal. I also used Windows and Linux (CentOS) PCs. For this role, I liaised with producers and clients to complete data transfers, managed file permissions, encoded VT, and monitored network volume capacities, archiving data to LTO when required.

Data Operator / Render Wrangler

Cinesite 11/2006 – 07/2008

I worked in a small team managing this visual effects company's media data via Linux command-line; overseeing data transfers to/from SFTP site, hard-drive or Aspera, renaming frame sequences to adhere to naming conventions. I also calibrated Avid suite monitors, and was regularly solely responsible for the priorities of the VFX render farm queues, and quality checking finished renders.

Videotape Operator

Sky Television 09/2001 – 05/2005

I operated VT in live and pre-recorded Sky studio productions, as well as completing and quality checking VT line-feeds, compiles, and conversions. I left Sky to travel for a year.

Technical Assistant

Steam Television 08/2000 – 09/2001

My duties in this small production company included VT duplications, IT asset management, offline editing, AV hardware testing, and media library management.

Professional qualifications

ITIL Foundation Certificate in IT Service Management V3

BCS 06/2016

Basic Operational Technology (OT0) and Operational Technology (OT1)

John Lisney Associates 05/2002 and 05/2003

Education

BA Honours in Electronic Media

University of Wolverhampton 09/1997 – 06/2000

Modules included: Video Production, Film & Video as Fine Art, Computer Animation (using 3DS Max & Photoshop), and QBasic Programming.

BTEC National Diploma in Computer Studies

Macclesfield College 09/1995 – 06/1997

Modules included Computer Systems, Information Systems, and Quantitative Methods. I learnt skills in all Microsoft Office applications, computer networking theory, and basic programming.

IT skills

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|---------------------------|------------------------------|--------------------------|
| • Windows (7, 8.1, 10) | • Software testing | • Jira |
| • Apple Mac OS X | • Reinstalling OS (PC & Mac) | • Git |
| • Linux (Red Hat, CentOS) | • Encryption (Bitlocker) | • VirtualBox |
| • Microsoft Office 365 | • Anti-virus/malware | • Aspera & SFTP delivery |
| • SharePoint | • Remote support (Bomgar) | • Android / iOS |
| • Active Directory | • Mac/Linux command-line | • Adobe Photoshop |

AV experience

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|---------------------|----------------------------|------------------|
| • Editing | • Digi-Betacam, Beta-SP/SX | • Lightworks |
| • Conforming (Avid) | • QCing video/media-data | • Adobe Premiere |
| • Ingesting | • Panopto | • Discreet Edit |
| • Encoding | • VIVIDtouch, SMARTboard | • Audacity |
| • HDCAM / HDCAM SR | • Steenbeck 16/35mm film | • iMovie |

Interests

In 2016 I built my own high spec PC from components for the first time. Other interests include AV technology, film, alternative comedy, painting, travel, playing guitar, and physics.