

Ben Williams
Daisy Cottage, Huxley Lane
Tiverton
Tarporley CW69NB
+44 (0)7342 195 820
i.t.ben@hotmail.com

PROFESSIONAL PROFILE

- An experienced, confident and proactive 2nd and 3rd line support professional,
- Highly trained and versatile when working with communications systems and networks in multiple locations.
- Proven supervisory and communication skills to the uppermost standard when operating and controlling an extensive range of communications and I.T. equipment.
- An acute awareness and understanding when dealing with 2nd line support calls and 3rd line troubleshooting, this is coupled with an in-depth knowledge of ITIL processes.
- Excellent interpersonal and communication skills and the strength to build positive long-lasting relationships with customers and colleagues equally.
- A drive to achieve effective results when working in adverse conditions whilst maintaining a sense of humour.
- A solid team member together with the aptitude to work autonomously, displaying initiative and tenacity while remaining respectful always.

OBJECTIVE

Currently looking for a new and suitably challenging position in I.T. preferably within a management role, one which will make best use of existing skills and experiences whilst enabling further personal and professional development. Looking to provide a professional representation for a company demanding a high standard.

KEY SKILLS

- Experienced network installation engineer
- Versed in 2nd and 3rd line troubleshooting including;
- Microsoft Windows Server, Exchange, Office 365, Remote access
- Cisco Switches / WAP's
- Kerio Routers / VPNs
- VSAT
- Synology NAS
- Peplink / Pepwave routers
- PRTG installation and network monitoring
- Firewalls, IDS
- VMWare, Hyper V, Virtualization
- Carbonite, Iperius, Combian backup systems
- Adhering to SLA and QoS agreements
- Operated and maintained Bowman radio system within a military situation
- Able to carry out critical fibre optic and copper medium field maintenance and repair

CAREER HISTORY

- April 2018 until Present *IT Technician / Network engineer / Network Manager at OceanWeb Ltd*

Provided worldwide support for networks and off vessel connections (VSAT / 4G and Shore LAN) for LAN's on-board superyachts. Day to day tasks would include monitoring, installation, upgrading, fault finding as well as refinement of networks and on-board equipment. Reactive support was provided via email and a ticketing system to ensure the client's I.T. and AV requests were met. Project management skills were also required to co-ordinate weeklong visits in Europe to install, repair or replace network equipment on board the vessels.

- September 2017 until March 2018 *IT Technician / Network Manager at Nycomm Ltd.*

Uplifted the infrastructure of Antivirus and encryption software to fall in line with GDPR at Nycomm Ltd. Managed their routine backup systems. Delivered both 1st and 2nd line support to several hundred users both on site and remotely through a Citrix session or VPN. Supported a fast-paced sales team, with configuration of their bespoke software packages on either virtual terminals, laptops or desktop environments. This included anything from setup, software or hardware fault finding, management of profiles in AD, setting group policy, closure of accounts and anything in between. Tailored an Office 365 package to the needs of Nycomm Ltd while overseeing the deployment of an E3 services package throughout the entire business.

- September 2016 until June 2017 *IT Technician at Meyertech*

Coordinated and Managed the help and support desk at Meyertech

Managed, maintained, developed, installed and engineered analogue and digital bespoke CCTV systems for HMP services, Motorway standards agencies local UK councils as well as Dublin and Cork Airport. Additionally, managed and updated customer accounts held with Meyertech

- January 2009 until August 2014 *Communications Systems Engineer within the British Army*

Made a significant and personal contribution to the maintenance, monitoring, diagnosis and repair of military grade communications equipment.

Successfully coordinated small and large groups of people to achieve the required task.

Capable of working alone for extended periods of time on equipment and software with a high level of attention to detail.

Substantial involvement supporting, maintaining and generating daily reports within a complex secured military network to peers and soldiers on operations throughout the world.

- September 2005 until December 2008 *Carpenter and bench hand joiner*

Manufactured and installed by hand and with machinery a wide range of client specified timber products.

QUALIFICATIONS

- September 2014 – June 2016

Studied for a degree (FdSc) in network management at Salford University. Awarded a distinction in every technical module. This included Cisco ICND 1 and 2, network security as well as business and project management modules.

- May 2009 – May 2010

Royal School of Signals completed an NVQ 3 in I.T and Telecommunications advanced apprenticeship this included a City & Guilds Fibre optics cable splicing and installation.

- September 2005 - June 2007

Openshaw College completed City & Guilds NVQ level 3 in Joinery

- September 1992 – June 1997

Altrincham Grammar school achieved 7 GCSE's grade A-C including English, Maths and Science.

CERTIFICATIONS AND CONTINUOUS PROFESSIONAL DEVELOPMENT

Degree in Network Management

Kerio Control certified

Peplink certified engineer

Certified by Global VSAT Forum in Sat Coms, RF and DC theory

Certified engineer by Wartzilla in Transas marine navigation systems

Microsoft MTA's in Network Security, Network management and Windows Server

Microsoft Enabling and Managing Office 365

Key skills level 2 in Communication

NVQ in fibre optic installation and repair

Achieved a military strength and leadership and was awarded the rank of non-commissioned officer

Axis communications certified

ECDL certified for I.T.

Promina systems maintainer certified

506 Satellite terminal operator certified

Avaya systems certified

Win link install and operator certified

Defence Intranet service maintainer certified

Full clean E.U. driving license B+E, C, D1

F.L.T. license including reach and counterbalance

ADDITIONAL INFORMATION

Completed half marathon at the yearly event in Swanage, Dorset.

Assisted the beach buddies in port Erin for a beach clean.

1st place medal awarded for best shot in Military shooting team,

Trained in regimental boxing team.

Worked in the local Dorset community rebuilding local historical railway system.

Voluntary work, packing and carrying customers shopping at a local supermarket.

LEISURE INTERESTS

Construction of personal computers to required specifications.

Installation, support and repairs of various sound and electrical equipment. As well as providing logistical information support for a local sound production company, Drop productions Ltd.

Further interests including swimming, gym, cycling and hillwalking.