

JONATHAN DE VAAL

IT Technical Support Engineer

07850195223 - jonathan.devaal@gmail.com

74 Lowfield Lane, Waterside Village, St. Helens, WA9 5TG

mycertprofile.com/Profile/1146735282

linkedin.com/in/jonathandevaal

PROFILE

A highly competent support technician and administrator with fifteen years professional experience of desktop service support, server support and administration with networking. Delivery focused, and results driven with proven skills diagnosing and solving issues through analysis and clear thinking. I have strong written and spoken communication skills, with a strong technical background and exposure to a wide range of Microsoft and Apple technologies.

KEY SKILLS AND ABILITIES

COMMUNICATION:

I can communicate effectively with all types of individuals from within education, business and retail environments. I communicate clearly, concisely and in terms that are easily understood for end users with varying levels of technical knowledge in a friendly and approachable manner.

TEAMWORK:

Working within a strong technical team at Apple, the NHS and various educational institutions, I've built strong peer relationships, driven for best results and liaised closely with staff to achieve an efficient and coordinated service through good communication, positive interactions, constructive feedback and ongoing training and coaching.

LEADERSHIP:

My skills in conflict resolution have been developed through experience of working among the public and multi-tier team structures in high-pressure environments where developing and maintaining excellent relationships with clients and staff members is essential for a happy and smooth-running service. I'm good at motivating others; ensuring deadlines are met for service agreements and implementing new strategies by planning, prioritising and delegating tasks and coordinating it within schedule.

PROBLEM SOLVING:

I always strive to develop critical thinking and problem-solving skills where I can quickly "learn on the fly" when solving ambiguous problems. This has been improved through regular training, experience, trial and error, observation and linear and logical troubleshooting abilities for effective system diagnosis. I'm action orientated and possess strong functional and technical skills.

COMPETENCIES

- | | |
|---------------------|--|
| INSTALLATION | • Installation of new server/client hardware. Configuring Operating Systems and Applications |
| MAINTENANCE | • Routine preventative measures and proactive monitoring of computer systems, networks, usage and security |
| SUPPORT | • Troubleshooting system and network faults and diagnosing and solving hardware and software faults. |
| EXPERTISE | • Diagnostics, System Recovery/Backup, End User Support, Networking, Hardware Repairs, Server Maintenance. Currently holding: MTA, MCP, MCTS, MCITP, MCDST, MCSA, EDST, ACMT, ACSP, MOS |
| TRAINING | • Provided in-house training and supervision to Help Desk Technicians with varying levels of I.T knowledge.
• Proactive in gaining vendor specific industry standard certificates and qualifications. |
| COMPLIANCE | • Ensuring all hardware and software complies with industry standards and procedural documentation.
Test and evaluate new technology, and smooth roll out of new applications without impact to infrastructure. |

PROFESSIONAL DEVELOPMENT

TECHNICAL CERTIFICATIONS -

Transcripts can be shared on request. Microsoft MCID - 8384066. Certipoint ID - 90029787

- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified Solutions Associate, Windows 7 (MCSA)
- Microsoft Certified Technology Specialist (MCTS) 70-680: Windows 7 Configuration
- Microsoft Certified Technology Specialist (MCTS) 70-681: Deploying Windows 7 and Office 2010
- Microsoft Certified IT Professional (MCITP) 70-685: Windows 7 Enterprise Desktop Support Technician (EDST)
- Microsoft Certified IT Professional (MCITP) 70-686: Windows 7 Enterprise Desktop Administrator
- Microsoft Certified Professional (MCP) 70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional
- Microsoft Certified Professional (MCP) 70-271: Supporting Users and Troubleshooting a Windows XP Operating System
- Microsoft Certified Professional (MCP) 70-272: Supporting Users and Troubleshooting Desktop Applications on Windows XP
- Microsoft Certified Professional (MCP) 70-290: Managing and Maintaining a Microsoft Windows Server 2003 R2 Environment
- Microsoft Technology Associate (MTA) IT Infrastructure 98-349: Windows 7 Operating System Fundamentals
- Microsoft Technology Associate (MTA) IT Infrastructure 98-365: Windows Server 2008 Administration Fundamentals
- Microsoft Technology Associate (MTA) IT Infrastructure 98-366: Windows Networking Fundamentals
- Microsoft Technology Associate (MTA) IT Infrastructure 98-367: Windows Security Fundamentals
- Microsoft Office Specialist (MOS) 70-418: Microsoft Office Word 2013
- Apple Certified Macintosh Technician -9L0-010 (ACMT)
- Apple Certified Support Professional -9L0-412 (ACSP)

DAISY GROUP, PARTNER SERVICES. IT SERVICE DELIVERY – Desktop Support Engineer

2018 – 2019

- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
- Support multiple IBM account site locations within contractual Service Level Agreement (SLA) and complete all related administrative duties in accordance with department standards.
- Identify potential changes and system improvements to present to senior team leaders for consideration and implementation
- Identify, log and resolve technical problems with software applications or network systems
- Responsible for package deployment via System Centre Configuration Manager 2012
- Address user tickets regarding hardware, software and networking
- Apple Mac OS X desktop deployment and software support.

NHS ENGLAND, HEALTH INFORMATICS SERVICE. – IT Operations Engineer / IT Infrastructure Engineer

2014 – 2018

- Quick response time to Hardware and Software failures ensuring a robust solution-based service to minimise downtime
- Support operational changes or developments that require Information Technology within the Trust
- Provide essential hardware and software application support and ensure that these technologies are appropriately supported to the growing and changing needs of the Health Community
- Working to ITIL standards to maintain documentation, procedural and end user guides through effective communication and incident report details
- Provide expertise and technical leadership on IT driven projects in line with IT objectives using professional and innovative solutions.
- IT operational technical support experience within the facilities of the NHS

SPARK/CARROT COMPUTER. – Systems Engineer

2013 – 2014

- Experience with production deployment, monitoring and operational support for enterprise class systems
- Systems Administration with Mac OS X Server, Windows Server 2003 R2 / 2008 R2 / 2012 R2
- Hardware support, maintenance and repairs for Macintosh and Windows systems
- Software configuration and deployment in an Enterprise and SME environment
- Planning, implementing and maintaining an I.T network infrastructure

APPLE INC. - Apple Certified Macintosh Technician

2008 – 2013

- Provided front line customer support for hardware and software troubleshooting and customer product training
- Provided technical support for in-house systems and ongoing technology coaching to sales associates
- Ability to maintain composure and customer focus while troubleshooting and solving technical issues
- Fast paced and hands-on desktop and software technical support role in a challenging environment
- Producing high volume repairs and low turnaround time for demanding business environments

ROBY SIXTH FORM COLLEGE, KNOWSLEY – Computing and Network Technician

2007 – 2008

- Providing hands-on support to students and staff in the operation and troubleshooting of Mac OS X and Windows OS
- Providing 1st and 2nd line support to staff in operating and troubleshooting software and hardware related issues.
- Monitoring and troubleshooting network and server problems and investigating reported performance issues
- Record keeping of all software licenses, loaned IT equipment and stock level checks of consumables.
- Setting up and fixing equipment – Firewalls, routers, switches, servers, desktops and printers
- Diagnosing and tackling network related faults on both server and client-side systems.

CITY OF LIVERPOOL COLLEGE, ARTS CENTRE - IT Support Services, Desktop Technician

2003 – 2007

- Multiple site support for a large network of Macintosh and Windows systems, supporting approximately 600 machines
- Configuration and maintenance of Windows 2000/XP, Mac OS X Client and Server and Windows Server 2003 R2.
- Providing maintenance, upgrades, services and repairs for Apple Macintosh and Windows based computers.
- Provide a smooth operation of the sites network, hardware, and software resources for multiple platforms.
- Security – patching applications, anti-virus, security management, event logging and auditing
- Maintaining a network inventory and keeping up-to-date documentation of I.T Systems

REFERENCES

References available on request.