Jamie Grant

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**Personal Profile**

A highly experienced and competent On-course IT specialist with vast array of experience in all environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical implementations, issues and solutions. An excellent communicator with the ability to install and monitor IT installations who is adept within a team or independently with a focus on delivering quality IT specialist support on a continuous basis.

**Expertise**

* Vast experience in IT problems and solutions
* IPAF 1a, 1b, 3a, 3b qualified
* PASMA qualified
* Microsoft Server
* Working within an on-site network environment
* To provide secondary support
* Communicate with third party technical specialists
* Fully experienced in providing and maintaining IT across large networks
* Deploying new hardware, server backups & evaluating new software & security risks
* Involved in the roll-out of software updates and patches
* Broad knowledge and experience of IT operating systems in
* Ability to analyse, and tested applications including system software for user compatibility
* Install, configure and upgraded software and hardware for end-users
* Provided technical support for smartphones and hand-held devices
* Monitored hardware and software for quick response
* Troubleshooting IT issues

**Experience**

* 10 years in a customer facing, dynamic and time critical working environment
* Responsible for managing & maintaining on- site IT systems
* Methodical in approach to create specialist IT systems in preparation for organised sporting events
* Diligent in the checks for diagnosing issues and faults to ensure hardware is operating
* Identifying best locations for implementation of WIFI
* Quick to respond to hardware and software issues to minimise network disruptions
* Producing site surveys & costings for clients
* Health & Safety and COSHH risk assessment on all locations
* Installation, termination and testing of fibre optic / copper cabling
* Operating to third party specifications and systems
* Windows server configuration
* Virtual terminal
* Cisco Router / Switch configuration (remote and local)
* Access Point installations
* Experienced in repairing PC’s both hardware and software
* Proficient in scheduling own specific tasks to complete with agreed time scales
* Responsible for managing small teams including logistics, issuing tasks and maintain communication at all times
* Experienced in responding to teams requests and assisting when required
* Strong ability to multi task and to prioritise tasks
* Experienced in diagnosing and correcting faults with no support due to location
* Maintaining a hard work ethic often during adverse weather conditions

**Employment History**

Racecourse Data Technologies

2009 to 2018

Senior Technician

Barry R Johnson LTD

2006 to 2009

Bookmakers Assistant

Starfish Hospitality LTD

2001- 2006

Bar Manager

**Training and Qualifications**

* Level 2 City & Guilds Communications Cabling –
  + Fibre Optic cabling in an Internal Environment
  + Fibre Optic Cabling in an External Environment
  + Copper Cabling in an Internal Environment
  + Principles of Communications Cabling

*Completed between 4th Feb & 23rd March 2017 at CTTS Ltd.*

* IPAF 1a, 1b, 3a and 3b
* PASMA
  + Tower – User

*Completed 5th April 2018 at 1 Up Access*

Longdendale High School

* Educated to a GCSE standard including English, Maths and Science

Clarendon College

* A Levels in Chemistry, Biology and Maths