**Matthew Bowles** Located: Leeds/Bradford

[Matthewbowles@outlook.com](mailto:Matthewbowles@outlook.com)

Phone: 07756429427

DOB: 07/09/1989

**WORK EXPERIENCE**

------------------------------------------------------------------------------------------------------------------------------------------------------

**EMIS Systems – Hosted Engineering Platforms Consultant** – June 2018 – Present

• Responsible for management and maintenance of EMIS Health data centres – multiple sites.

- Including ownership of quarterly WSUS patching and deployment to entire estate

- Scripted WSUS report embedded into Microsoft PowerBI

- Frequent Firmware patching to Enclosures & blades

- Using technologies such as HP OneView, HPE iLO & HPE System Management

- 4000+ Servers & VM’s, Hyper-V, VMWare, SCSM, SCOM.

• Tasked project work including building & configuring production environments.

- This would include building DBs and Application servers

- Installation and configuration of Microsoft SQL Server 2005/08/2012 & 2016.

- Installation of Microsoft Windows Server OS 2008/R2, 2012 R2 & occasionally Linux.

- Application & Web Server configuration including Networking & OS based on build requirements.

- Usage of PowerShell

• Weekly BAU calendar

- Tasks including ticketing system within SCSM & ServiceNOW

- Structured Disk expansions based on growth of sites.

- SCOM Alert tickets, investigate & resolve any warning/critical alerts triggered by servers

- Admin tasks including AD management of multiple domains.

------------------------------------------------------------------------------------------------------------------------------------------------------

**EMIS Systems – Hosted Operations Service Desk Analyst –** December 2016 – June 2018

• Receiving 15 calls a day from internal teams, field engineers & supported external sectors.

- Including spoke server access tests and EMIS SDS IP configuration

- Escalation of MI/II incidents to required teams

- Assistance in processing already outstanding requests/escalations

• Responsibility of AD Access Management to several Hosted Environments. Including;

- Granting and revoking access at an AD/DB level.

- Administration of credentials/passwords for internal colleagues & external customers.

- Creation of Windows account & mailbox using Exchange Admin Centre.

• Administrate the configuration & management of SafeNet SSL VPN Tokens and roles assigned.

• 1st line escalation of EMIS XMPP service and node status via management portal.

• NHSAccess/BT N3 management which includes;

- Processing new and existing EMIS customers IP infrastructure changes.

- Diagnosing and resolving networking issues, such as port rules and DNS settings.

- Liaising with BT N3 where sites report slowness or interruption on services.

- Compiling extensive performance reports from running scripts on live DB’s where sites have escalated.

- Ensuring internal access tools are kept up to date with required IP/Network details.

• The basic creation of Digital Certificate Authority on existing business services and solutions.

• Creation and delegation of service requests logged via teams internal portal & SCSM

**Service Desk Analyst - Egton Systems Support -** June 2014 - December 2016

• Providing 1st/2nd line remote support to customers and peers, receiving up to 50 calls a day.

• Supporting a multitude of software products used throughout NHS/GP Surgeries; including;

- Microsoft Windows Operating Systems - XP to Windows 10

- Microsoft Office 2007-2013

- NHS.net mail

• Hardware Support for NHS/GP Surgeries;

- Desktop/Laptop/Tablet support

- Client peripherals - Printers, monitors, keyboards and mice.

• Spoke Server support both hardware & software;

- Disk management, configuration of RAID and disk array rebuild using HP management tools

- Diagnosing and arrangement of replacement motherboards/CPU/RAM and NIC’s. (Dell/Lenovo/HP ML Series)

- UPS management and configuration

- Configuration & usage of Windows Server Operating Systems – 2008/R2 & 2012/R2)

- Complete management and administration of Active Directory, DNS and GPO on sites servers.

- Installation and configuration of SQL Server 2008 R2/2012.

- Installing and managing Antivirus - Symantec & McAfee

- Exchange Server 2013/2016

• Supply remote support to customers using VPN/Cisco/SSL and RDP Services (Safenet/Caretower)

• Virtual server configuration & management – VMWare, Hyper-V and VSphere solutions

• Installing and maintaining Symantec Backup Exec 10-15, man4win, netcopy’s and ERB

• Support of Egton In house/ 3rd party products;

- Envisage Patient call boards

- PAERS/Patient Flow automated arrival screens

- ECG Machines, Spirometry & WatchBP

------------------------------------------------------------------------------------------------------------------------------------------------------

**Store Assistant - Morrisons Supermarket PLC** – September 2007 – June 2014

My role as a Store Assistant including the following responsibilities;

• Stocking shelves and keeping isles tidy & clean.

• Assisting customers where required & using the till

• Completing departmental stock takes & date audits on foods.

• I worked nights stocking shelves for 12 months which included completing daily orders.

**EDUCATION**

---------------------------------------------------------------------------------------------------------------------------------------

**A-Level & Diploma in Art & Design -** Leeds College of Art - 2012 to 2014

**Diploma in ICT Practitioners -** Leeds College of Technology - 2006 to 2008

**GCSE’s -** Guiseley School – 2005 to 2006

- Maths C

- English C

- Systems & Control Technology C

------------------------------------------------------------------------------------------------------------------------------------------------------

**ABOUT ME & HOBBIES**

I enjoy playing PC games in my spare time. I have a passion for older cars and motorsport racing.

I like walking and mountain bike riding too, I also like to build and run RC cars.

I hold a full clean UK driving license and access to my own vehicle.