Glenn Jackson

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**PROFILE**

I am an experienced 1st, 2nd and 3rd line Service desk and desktop user support analyst, having worked in the Health, Software Development, Financial and Education sectors following ITIL standard service management procedures and practices while following all GDPR guidelines.

I was an ICT Systems Administrator/Manager for 11 years responsible for a team of technicians including their onsite training, performance management and task allocation.

I am experienced in Project planning and management, budget control, equipment sourcing, deployment, operation, maintenance and installation of local IT networks including deployment and setup of all infrastructure switches, routers, patch cabinets and wireless access points.

I also have excellent diagnostic and trouble-shooting skills on hardware and software issues.

I am qualified to teach at Further Education level and have written and delivered onsite user support courses on the Microsoft Office suite, IT technology and IT support, as well as mentoring education students and onsite technician teams.

I am reliable, have excellent interpersonal and communication skills and enjoy working as part of a team as much as working on my own. I have a hands-on/can-do approach and I am able to build productive relationships with work colleagues, management teams and stakeholders at all levels.

**CORE SKILLS & QUALITIES**

Microsoft Certified Professional MCP.

Windows Server 2003, 2008, 2012, 2016.

Active Directory and Group Policy Management and Security.

TCP/IP, DNS, DHCP, LAN, WAN, NAS, WAP and BYOD.

GDPR 2016 compliance and implementation.

ITIL v3 application and compliance.

Experienced 1st, 2nd, 3rd Line service desktop user support and analysis.

System Centre Configuration Manager - SCCM

Windows Deployment Server (WDS) and PC, PXE imaging.

Windows XP, Windows 7 and Windows 10 operating systems, configuration, deployment and support.

Office 365 Portal Management and Administration.

Microsoft Azure

Microsoft Office Suite.

Outlook 2003 – 2016 and 365

Sophos Enterprise Console and Sophos Anti-Virus management.

Symantic Backup Exec.

Windows Backup procedures and ghosting.

SharePoint Server 2003 and 2007 and SharePoint 365.

SQL server management and administration.

Microsoft Project.

Microsoft Visio.

VMWare service management.

Hyper-V

Microsoft Baseline Security Analysis. MBSA

ICT Asset Management.

ISO 27001 and ISO 9001

I have excellent documentation preparation and production skills.

Advanced Break/Fix skills – hardware and software implementation and User Acceptance Testing.

I have a critical eye and attention to detail and can also work to and meet deadlines.

I can diagnose, troubleshoot and resolve IT issues effectively.

I am realistic, open and responsive to end users’ needs.

I can communicate technical information to users at all levels from basic system users to senior management.

I have advanced video and audio production skills.

I am a team player but just as motivated working by myself.

I am also willing to undergo any further training opportunities to increase my skills and enable me to work more effectively.

I have a ‘can do’ approach to anything that is set before me and I love a technical challenge.

**KEY ACHIEVEMENTS**

Implementing a full Service Desk Support function to enable the company I was working for to respond, manage and support customers’ technical issues and queries allowing for the monitoring of Service Level Agreements and Key Performance indicators to improve the company technical support teams in the UK and India, while also implementing full GDPR compliance at all company levels.

Testing and implementing the HL7 data standard for patient data transfer at Birmingham Dental University Hospital NHS Trust

Designed and project managed implementation of a new Learning Resource Centre ICT suite. This included costings and budget management, technical drawings and plan preparation, support information, network infrastructure and design, liaising directly with 3rd party contractors through to final completion of project and handover.

Project managed planned ICT budget spend of £245,000 3 year update improvement works to all departments coming in under budget and meeting all primary projects milestones, indicators and goals.

Designed and project managed implementation of a new ICT suite for Design & Technology department, providing all technical drawings, network infrastructure update plans and design preparation, sourcing of all ICT suppliers, external 3rd party contractors.

I expanded the network infrastructure from two servers and one ICT lab to nine servers and six labs while putting the infrastructure provision in place for another three with full wireless network deployment and configuration of site-to-site aerials for transmission of voice and data (VOIP)

Designed and implemented a staff intranet using SharePoint Server to incorporate the Microsoft office e-Learning gateway for staff ICT training and to create a Virtual Learning Environment and User portal for file sharing and document management.

**EMPLOYMENT EXPERIENCE**

***IT Support Engineer – ScribeTech (UK) Ltd, Bury – June 2017 – June 2019***

* Sourced, tested, setup, implemented and administered a company service desk support function, ticket management system and Customer Relationship Manager (CRM) for technical support staff and support teams based in Mumbai and Bangalore, India and London and Manchester UK, accepting and dealing with NHS clinical staff customer queries and technical support calls to track and meet Service Level Agreements (SLA) and Key Performance Indicators (KPI) for NHS Trust customers using bespoke clinical transcription management software.
* Implementation of HL7 international data standard for clinical and administrative patient data transfer between Live NHS Trust systems and company remote software and databases for bespoke clinical transcription management software, including database communications and software support using 3rd party supplier software.
* Full company GDPR compliance implemented, including preparation of documents for submission to the Information Commissioners Office (ICO) making sure all company data processing of internal staff and external 3rd party customers and customers’ users personal data and information, is/was fully compliant with the law under the Data Protection Act 2018 and GDPR 2016 Act following all the listed procedures, article statements and sub sections of both Acts; also incorporating ISO 27001 Information Security Standard, and ISO 9001 Quality Management Standard.
* Preparation of documentation and configuration of all the company computer systems, group policies, firewalls and switch/routers, for submission to gain Enhanced Cyber Essentials Status certification and compliance and using this information to complete the documentation and online submission form for the Data Security Protection Toolkit (DSPT) for access to NHS Digital and UK Government health contracts and projects.
* Production of company training videos for bespoke clinical transcription management software, including filming using green screen compositing techniques, 3D graphic set design, script production and voice-over delivery using the Adobe Suite of programs to edit and finalise for hosting on the company training website for NHS clinical staff training.
* Iconography design and production for redesign and rebrand of bespoke clinical transcription management software and all associated marketing documentation.
* Remote desktop server support for bespoke transcription management software and associated SQL databases for several NHS Trusts using Citrix Gateway tools, Sophos SSL VPN connections and GRAS Tokens including telephone and email support.
* Onsite technical support to development team and office users including all PC builds and configuration. Office 365 Portal administrator including assigning licences, creating and administering users, configuration access to email and Microsoft products where necessary.
* Build and configuration of virtual servers using Hyper-V for software configuration test environments before full production software release and for reproducing NHS Trust software operation environments for testing bespoke software.
* SharePoint Administration for document storage and video playback of training resources.
* Microsoft Azure portal management.

***Temporary IT Systems Administrator – Didsbury Academy for Boys, Didsbury – (Virtue Technologies) – Feb 2017 – May 2017***

* Working under contract – Troubleshooting and technical support to all academy staff. Mapping and configuration of the academy’s Cisco and HP switches and network connectivity, configuration of on-site servers and virtual servers using Hyper-V, printer maintenance, PC imaging and rebuilds, CCTV configuration and software support.

***Desktop Support Analyst – Co-operative Bank & Group – (Rullion Resource) – Oct 2014 – Jan 2017***

* Working under contract – Colleague Technology Services department providing 2nd and 3rd line desktop support and software deployment to Windows XP and Windows 7 desktop operating systems, including full image build and troubleshooting any software issues arising. Configuration of user accounts for email and desktop communications software as well as providing remote desktop support to group financial sites in the UK.

***ICT Systems Manager – St Joseph’s RC High School, Horwich​​​​ Feb 2013 – May 2014***

* Resource management planning and analysis of ICT needs for the design and implementation of ICT Development Plans including documentation production for budget allocation for new resources, sourcing of all equipment, additional network support and hands-on technician support as required.
* First point contact for all Internal and external IT clients, 3rd party contractors, suppliers and print management services.
* Maintaining external support arrangements and contracts required to expand and deliver an effective ICT service.
* Administering all Microsoft Licencing agreements and software deployment.
* Monthly meetings with all department heads to discuss ongoing ICT needs and improvements.
* Monitoring the use of ICT hardware and software and assisting with its continued development in a workplace environment, recommending new technological developments and improvements as necessary while maintaining relevant Health and Safety procedures to ensure that all ICT users follow appropriate good practice.
* Monitoring internet usage, network security, anti-virus solutions and strategies, web filtering software, network traffic, also implementing and maintaining all data backups using Symantic Backup Exec to NAS drives, while identifying potential bottlenecks and network/server problems and then implementing solutions, and /or Disaster Recovery Procedures.
* Management, administration and update of the SIMs management information system.
* Yearly Audit of all ICT resources plus updates to active database as new IT equipment sourced.

***ICT Systems Manager – Capita/Northgate Managed Services​​​​​ Feb 2010 – Feb 2013***

* TUPE contract agreed with Bolton LEA, change of employer but not change of site.
* As above and including, being the first point of contact between senior management and managed service desk office based in Northern Ireland.
* Monitoring and analysis of all service desk requests using and assigning work to technicians as appropriate to meet all SLA agreed service times and KPI’s.
* Provision of monthly reports plus daily updates as necessary to line managers and service desk analysts.

***ICT Systems Manager – St Joseph’s RC High School, Horwich​​​​ April 2002 – Feb 2010***

* As per the above duties described.

***Course Tutor – St Mary’s 6th Form College Centre of Excellence, Blackburn.  ​​​​2000 – 2003***

* Teaching and assessing students for the AS-A level and NVQ certificates in Music and ICT technology.
* Recording studio setup and management to enable its use as a learning resource for students.
* Provide mentoring to music technology students.
* Additional technical support to the Performing Arts and Creative Media departments.

***Senior Course Manager – Warrington Collegiate Institute, Warrington​​​​​ 2000 – 2002***

* Instrumental Music Facilitator Programme to student professional musicians giving them the skills and techniques to teach in schools/colleges or in a self-employed facilitating capacity.
* Meetings with heads of music at identified schools to be part of the student training and placement
* Preparation of monthly progress, assessment and monitoring reports on each student.
* Site visits to student placements for on-site assessment

***Professional Musician Studio Engineer/Consultant/Lecturer – Self Employed​​​​ 1989 – 2002***

***Chief copywriter and Library Music production manager Tower Fm Radio RSL, Manchester Irish Festival Radio RSL and Cheshire Choice FM Radio RSL. 1995 - 1996***

***Coil Bay Stock Controller – Hargreaves Ducting & Building Engineers, Bury​​​​ 1986 – 1989***

***Street and Stone Mason/Paver – Bury and Rochdale Local Authorities ​​​​​1982 – 1986***

**EDUCATION & TRAINING**

Microsoft Azure training program

*Microsoft Online Developer Training – March 2019 – present.*

Certified Cisco Network Administrator (CCNA) Part 1 & 2

*Blackburn College University Centre, Blackburn* ​​​​​​*April 2014 – 2016*

Microsoft Certified System Administrator - MCSE – 3 exams taken​

Microsoft Certified Professional MCP​​​​​ Sept 2007

*Microsoft Online Training. – Prometric Examination Centre, Manchester*​​​​*2006 – 2010*

7407 Teaching Certificate in Further & Adult Education Part 2 ​​June 2004

7407 Teaching Certificate in Further & Adult Education Part 1 ​​June 2003

*Bury College of Further Education.*​​​​​​​​ *2002 – 2004*

OCNSEM Instrumental Music Facilitator​​​ ​July 2000

*North Trafford College. Manchester*​​​​​​​​ *1999 – 2000*

GMOCF Sound Engineering ​​​​​​June 1997

*Bury College of Further Education.* ​​​​​​​​*1995 – 1997*

723 C&G Computer Applications Programming - COBOL

*Manchester University. – Kalamazoo Training & Examination Centre*​​​​​*1989 – 1991*

614 C&G Advanced Highway Construction and Building Maintenance July 1985

*Manchester College of Building.*​​​​​​​​​*1982 –1985*

*GCSE’s in English, Maths’, Building Technology, Technical Drawing, Metalwork and Physics.*

**ADDITIONAL SKILLS AND INTERESTS**

* Mobile Application and game design using the Unity game engine.
* Experienced user of Adobe After-Effects, Premier, Photoshop, InDesign, Fireworks and Audition.
* Experienced Computer Graphics 3D Modeller/animator using Blender 3D, 3ds Max, Daz Studio and Bryce software modelling packages.
* Advanced user of Steinberg Cubase and Nuendo and Avid Pro Tools music production software.
* Film/video documentary pre and post production, off-line editing, compositing, sound design and music video production including Green/Blue Chroma screen keying and Rotoscoping techniques.
* UAV aerial film and photography using Multi-rotor drones.
* Above-street architecture, and building design.
* Cycling, walking, motorsports and playing in a band.

References available on request.

Online profile and show-reel links available on request.