**JOSEPH HAMILTON**

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**Profile:**

Solutions-oriented support specialist with notable success across a wide range of sectors, extensive knowledge of hardware and software. Experienced in Help Desk and Desktop Support environments. A knowledgeable Support Analyst working equally well solo or integrated into a team environment. I pride myself on my ability to learn a subject very quickly and to then deal with queries at all levels. I consider myself honest, reliable, self-motivated and quality driven, treating my work with care and dedication. I work to my maximum ability not the minimum specification.

**Industries Worked** *Pharmaceutical, Public Sector, Construction, Law, Financial, Food Manufacturing*

**Key Skills**

* Microsoft Certified Technology Specialist Windows 7
* Microsoft Certified Solutions Associate Windows 8
* Installing and Configuring Server 2012 R2
* Apple Certified Associate Mac Integration 10.13
* Mobile Device Management and Configuration, Jamf Pro, Mobile Iron
* ITIL V3 Foundation Certificate
* 2nd line support.
* Windows 10 Deployment
* SCCM 2012 for Imaging and Deployment
* LANDesk Management Console

**Work History**

**Cygnia**

**Northampton Jul’19-Aug’19 Rollout Engineer**

* Antivirus upgrade on whole Distribution Warehouse Estate
* Upgrading to latest windows patch level on Dell, Acer and Lenovo PC’s and Laptops
* Configuring of Avast Business Cloudcare managing windows firewall
* 2nd line support and floor walking to deal with any issues arising.
* Assisting onsite it with BAU 1st and 2nd Line Support.

**UK Power Networks May’19-Jul’19 IT Field Engineer**

**Potters Bar**

* Deskside support for Windows 7, 8.1 and 10 end points
* Dell and Lenovo Hardware and OS support including troubleshooting, conducting hardware deployments as required.
* Windows end points, PC peripherals and accessories, Provisioning iPhone, Android and Windows Phones
* Basic LAN patching, ensuring asset management processes are followed,
* Rebuild end points via SCCM handover application deployment via SCCM/Active Directory.

**Amey Jan’19-Apr’19 IT Field Engineer**

**South East Area**

* HP Laptop Refresh and Windows 10 Rollout
* SCCM to deliver software packages to devices Active Directory Administration
* Backup of Users Data and Settings to Storage Media Installation of MBAM client on HP Laptops, BIOS configuration and Trusted Platform Module Configuration.
* Troubleshooting/Re-image of failed installations
* Floor walking and one to one Desk Side support to users post installation

**Central Bedfordshire Council Oct’18-Dec’18 Apple Mac Engineer**

**Dunstable**

* Migration of 800 Mobile Devices from Mobile Iron to Jamf Pro using Device Enrolment Process
* Replacing existing management agent Mobile Iron. Retiring of Devices from Mobile Iron
* Deploying It Self Service Portal via Packages and Scripts
* Troubleshooting failed migrations using Terminal Sudo Commands for manual Device Enrolment Process.
* Training of users in new IT Self Service Portal.
* Floor walking for post installation Support

**NENE CCG Feb’18-Sep’18 Mail Migration Engineer**

**Northamptonshire**

* Transfer of GP email services from existing on-premise MS Exchange 2003 server to NHSmail2 cloud service
* Desktop user support to re-establish access to legacy email content
* All in scope GP surgeries migrated to NHS Mail
* Removal of all dependency on MS Exchange 2003 services at the GP practice to enable decommissioning of the Exchange 2003 server
* Ongoing support of the GP Practice Manager/migration lead to enable the advanced scheduling and resourcing of mail transfer events
* Creation and communication of NHSmail2 accounts in advance of the go live event

**Ford Aug’17-Dec’17 Desktop Support Engineer**

**Daventry**

* Desktop support of the Windows 7/10 Environment across Ford Parts Distribution Centre
* Windows 10/Office 2016 Rollout Deployment, tools used SCCM 2012 for deployment of image and software packages.
* Building new equipment as required. Data Backup and rebuilds of Desktop and Laptops, Migration of user data and e-mail accounts.
* Troubleshooting end-user hardware and operating system problems and fault diagnosis,
* Installation and configuration of Network Printers and Multi-Function Devices.
* Configuration and support of iPad and iPhone IOS devices

**Cambridge**

**Arm Holdings Jan’17-Jul’17 Windows 10 Rollout Engineer**

* Working on large rollout project Migrating 2000 users to Windows 10
* Site survey and audit of standard and bespoke applications.
* Upgrading Mac Book Pro and Air laptops to MAC IOS Sierra with Standard Arm Image.
* Deploying Standard ARM Image on Lenovo X1 Series Laptops
* Deployment tools used SCCM 2012 for deployment of image and software packages
* Gathering and Migrating Users Data on Microsoft One Drive for Business
* Floorwalking post migration

**Southeastern Railway Oct’16-Dec’16 Windows 10 Rollout Engineer**

**London**

* Deployment of Windows 10 and Office 365 to 200 users on HP Hybrid Laptop/Tablets
* Using Microsoft Deployment Tools, Imaging, Deployment Floor walking, one to one desk side and 2nd Line Support of any configuration issues with subscription and related company application/network connection issues.
* Configuration and installation of Office 365 including Microsoft Lync and Microsoft OneDrive for business on Office 2007 Platform.
* Configuration and installation of departmental specific applications on top of the base image
* Troubleshooting/Re-image of failed installations

**Papworth NHS Trust Jul’16-Oct’16 Desktop Support Engineer**

**Cambridge**

* Desktop support of the Windows 7/10 Environment across Papworth NHS Trust
* Building new equipment as required. Data Backup and rebuilds of Desktop and Laptops, Migration of user data and e-mail accounts.
* Troubleshooting end-user hardware and operating system problems and fault diagnosis,
* Installation and configuration of Network Printers and Multi-Function Devices.
* Configuration and support of iPad and iPhone IOS devices

**London Metal Exchange Oct’15-Jun’16 Night Shift Service Desk**

**London Consultant**

* Performing 24x7 Server Infrastructure Monitoring utilizing Nagios and CA Spectrum Monitoring Systems
* Monitoring the existing infrastructure estate via enterprise monitoring platform, responding to alarms via a pre-agreed process, calling out engineers to deal with incidents where appropriate.
* Escalating to resolver teams and Management where appropriate.
* Incident management support function during outages, organizing Tele Conferences with Key Business stakeholders

**Norfolk County Council Jul’15-Oct’15 Deployment Engineer**

**Norwich**

* Deployment of Windows 7 and 8.1 and Office 365 to 500 users on HP laptops
* Installation of Bitlocker MBAM client on HP Laptops, BIOS configuration and Trusted Platform Module Configuration.
* Imaging, Deployment and Floor walking, one to one desk side and 2nd Line Support of any configuration issues with subscription and related council application/network connection issues.
* Configuration of Cisco Any Connect VPN software and Remote Access Tokens.
* Configuration and installation of Office 365 including Microsoft Lync and Microsoft OneDrive for business on Office 2013 Platform.
* Configuration and installation of Council CRM and Bespoke applications.
* Troubleshooting/Re-image of failed installations

**Cambridgeshire County Council Feb’15-Jul’15 Technical Support Officer**

**Cambridge**

* 1st and 2nd Line ICT support for Desktop PCs, Server, Network and Software applications via phone or face to face. Logging incidents monitoring and tracking progress through to resolution.
* Microsoft OS (Windows 8, 7 & XP) Microsoft Office 2003 & 2010
* Microsoft Exchange 2003/2010 Mailbox Administration
* Active Directory User Account Administration
* Configuration and support of Mobile devices (Blackberry, Samsung, HTC, iPhone)
* Imaging Rebuilds Using LANDesk Management Console and Microsoft Deployment Tools

**Associated British Foods Oct’14-Jan’15 Field Engineer**

**UK Wide**

* Deployment of Windows Bitlocker Encryption Software on 2000 Laptops of VIP and Senior users in the UK.
* Backup of Users Data and Settings to Storage Media Using Microsoft Sync Toy Version 2.1
* Installation of MBAM client on HP Laptops, BIOS configuration and Trusted Platform Module Configuration.
* Troubleshooting/Re-image of failed installations
* Floor walking and one to one Desk Side support to users post installation

**Bedford Borough Council Feb’14-Oct’14 Technical Support Officer**

**Bedford**

* 1st line and 2nd Line ICT support for Desktop PCs, Server, Network and Software applications via phone or face to face. Logging incidents monitoring and tracking progress through to resolution.
* Microsoft OS (Windows 8, 7 & XP) Microsoft Office 2003 & 2010
* Microsoft Exchange 2003/2010 Mailbox Administration
* Active Directory User Account Administration
* RDP, VNC remote access tools.
* Configuration and support of Mobile devices (Blackberry, Samsung, HTC, iPhone)

**Medimmune Nov’13-Feb’14 Windows 7 Engineer**

**Cambridge**

* Hardware refresh of 300 End of Life Lenovo Desktops and Laptops.
* Staging assets Using Microsoft System Centre Configuration Manager and Astra Zenica Client Injector Tool.
* User survey and audit of computers using WMIC command line tool. Migration of User data
* Deployment of Computers and follow up with one to one desk side support and training.

**Volvo Construction Sep’13-Nov’13 Win 7 Migration Engineer**

**Cambridge**

* Migration of 200 users from Windows XP and Office 2003 to Windows 7 and Office 2010 on Dell Desktops and Laptops
* Staging assets Using Microsoft System Centre Configuration Manager and Volvo Bespoke Deployment Tools
* User survey and audit of standard and Volvo applications.
* Deployment of Dell OptiPlex Desktop and E Series Laptops.
* 1st Line Helpdesk, post deployment support and floor walking.

**Dentons Feb’13-Aug'13 Win 7 Deployment Engineer**

**London**

* Migration of 1000 users from Windows XP and Office 2003 to Windows 7 and Office 2010 on Lenovo Desktops and Laptops
* Script led Using Microsoft System Centre Configuration Manager and Microsoft Deployment Tools for Build and deployment.
* iManage 9 installation and Configuration
* Site survey and audit of standard and legal applications.
* Deployment of Lenovo Think Centre Desktops and ThinkPad Series Laptops.
* 1st Line Helpdesk, post deployment support and floor walking.

**NHS Northamptonshire Sep’12-Jan’13 Desktop Support Technician**

* Desktop support of the Windows XP Environment across NHS Northamptonshire Sites
* Building new equipment as required. Data Backup and rebuilds of Desktop and Laptops, Migration of user data and e-mail accounts.
* Troubleshooting end-user hardware and operating system problems and fault diagnosis,
* Installation and configuration of Network Printers and Multi-Function Devices.

**Kier Group Apr’08-Aug’12 Desktop Support Engineer**

**Sandy, Bedfordshire**

* Desktop and telephone support of the Windows 2000, XP and Vista environment.
* Supporting the onsite users with floor walking / telephone support / remote support (Dameware).
* Building new equipment as required. Data Backup and rebuilds of Desktop and Laptops (XP and Vista Builds), Migration of user data and e-mail accounts.
* Analysing customer’s issues. Support of PDA’s. Utilizing the helpdesk software (Altiris) Working within agreed SLA’s. Working with Citrix, Active Directory and Checkpoint VPN.
* Structured Cabling, Telephony issues.
* Providing desk side training to new users, compilation of training documents for users of MS Office products and bespoke software.

**Deloitte & Touche LLP Apr’06-Apr’08 2nd Line Helpdesk Analyst**

**Milton Keynes**

* Providing 1st and 2nd Level support to 10,000 users in the UK via the telephone, email and remote assistance on the following Windows XP, Office 2003, Outlook 2003.
* Lotus Notes 6.5, LAN/WLAN issues and Remote access issues via Dial up and VPN, Blackberry Support (all models), PDA Support,
* RSA Secure ID Admin and Active sync.
* I also provided support on the SAP Helpdesk Tier1, Tax and Audit applications used by the different practices within Deloitte.