**Julie Narey**

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TECHNICAL EXPERIENCE (ITIL / Wintel / VDI environment)

Technologies

\* Microsoft Windows Server

\* Microsoft Windows 10, Windows 8.1, Windows 7, Windows XP

\* VMware

\* Citrix Thin Client, iGel (VDI)

\* Active Directory, DNS, DHCP, WINS, Group Policy, WSUS, TCP/IP, VPN, network patching,

IP phone installation

Applications

\* Microsoft Office, Outlook, Sharepoint

\* Microsoft Data Protection Manager (DPM), Backup Exec, NTBackup

\* Kaspersky, Safend, Sophos, Avast Anti-Virus, Malwarebytes (MBAM)

\* Symantec Enterprise Vault

\* HP Openview Servicedesk, BMC ServiceDesk, SiteHelpDesk, Cherwell

\* Cryptocard Blackshield ID Security

\* MobileIron mobile device management (MDM)

\* Bomgar Remote Support

\* Microsoft System Center Configuration Manager (SCCM) 2007

\* TPP SystmOne, Sunquest ICE,

Hardware

\* Build and support of HP Proliant servers, Dell servers, ILO, APC UPS

\* Compaq, HP, Dell, Lenovo PCs & peripherals

\* Thin Client (VDI) devices - iGel

\* Apple, Android and Windows smartphone and tablet deployment, APN configuration

Project Management

\* PRINCE 2 Project Management (PRINCE 2 foundation exam achieved)

**CAREER HISTORY**

**2017– Present: IT Technical Analyst, Airedale NHS Foundation Trust**

Windows desktop and infrastructure deployment and support. Clinical systems support/training i.e. TPP SystmOne EPR. Project support, business analysis and user liaison for rollout of the electronic patient record software.

**2016 – 2017: IT Analyst, Bradford Metropolitan District Council**

User liaison, scheduling, build, deployment, data migration and support for the rollout of Windows PCs, Android tablets, phones and iGEL devices to the Council's users at multiple sites.

**2015 : Learning Mentor, Trinity Academy/Maltings College, Halifax**

Providing support for the mathematics curriculum for students.

**2014: Platform Specialist, HML (Skipton Building Society)**

Development, build, monitoring and 3rd-line support of the Wintel platform, including physical and virtual servers (HP Proliant), backup (Data protection Manager - DPM), monitoring (MOM, SCOM). Planning, testing and execution of initial stages of Windows 7 deployment project using SCCM.

**2013: Senior Technical Analyst, Macmillan Cancer Support**

Implementation, support and development of IT provision for 150-users (ITIL environment). Server software and hardware maintenance, PC builds (using SCCM), software installation, software and hardware support, project work including migration from Windows XP to Windows 7. Network patching and IP phone installation.

**2012: Technical Analyst – Motion IT Consulting**

Design, build, testing, installation and support of IT systems for business clients.

Specification of server solutions, server builds and customisations, using Windows Server software.

Migration of clients from Windows XP to Windows 7.

**2002 – 2011: Senior Systems Analyst, IT Services – YORKSHIRE BUILDING SOCIETY (YBS).**

Senior member of the IT Services team responsible for the design, development, implementation and 3rd line support of technology solutions (ITIL environment) for the head-office and branch network (approx. 250 servers and 3000 PCs).

* Responsibility for initial analysis, user liaison and delivery of IT-based areas of projects.
* Installation and upgrade of servers, desktop and laptop PCs, printers and various other computer hardware and software.
* Key member of project team involved in migration to Windows XP and rollout of applications to all YBS desktop systems, using SCCM 2007.
* Software and Windows Updates (WSUS) distribution using Config Manager (SCCM).
* Creation and maintenance of SCCM task sequences used to roll out operating systems and applications to desktop and server hardware.
* Visiting remote branch and agency sites to install additional computer hardware.
* Planning and facilitation of disaster recovery (business continuity) rehearsals for Wintel systems.
* Fault fixing and escalation to ensure maximum system availability to customers.
* Development of script/batch files for various systems administration and software installation procedures.
* Monitoring of server-based systems using ITO software
* Documentation of procedures and basic user training.

**1997 – 2002: Technical Analyst – Client/Server Projects - GETRONICS UK LTD., contracted to ABBEY NATIONAL plc**

Hybrid role combining project management, using PRINCE 2, with major technical input.

**Previous Roles:**

**Workstation Infrastructure Analyst – NATIONAL & PROVINCIAL BUILDING SOCIETY (N&P)**

**Information Centre Manager – BRADFORD METROPOLITAN COUNCIL**

**I.T. Trainer – BRADFORD Information Technology Centre (ITeC)**

###### **EDUCATION AND TRAINING**

BSc. (Hons) COMPUTATIONAL SCIENCE, 4 GCE ‘A’ Levels, 10 GCE ‘O’ Levels.

Level 3 Award in Education and Training (PTLLS) (completed Dec 2013).

Human Factors – Bronze Level training (Improvement Academy) – Nov 2018

Quality Improvement – Bronze Level training (Improvement Academy) – Dec 2018

**DBS (CRB) CLEARANCE**

Current enhanced DBS (CRB) – registered with update service for both Adult and Child Workforce.