**Jackson Moonga**

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| A dynamic and commercially aware IT engineer with a strong background in Desktop,infrastructure and applications Software Support. Solves complex technical issues using a methodical approach to problem solving, maintains a high degree of ‘First / Second Level Fix’ from initial contact with customers, and delivers exceptional support ensuring incidents are resolved in accordance with Service Agreements. |

**Areas of Expertise**

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| * Apps Systems Support | * SCCM- Apps Deploy & Patching | * Server side (Wintel) |
| * ITIL Methodology | * Android & ios Apple (Mob &Tabs) | * TCP/IP |
| * Active Directory | * Win 7, 8, 10 (Migration & Support) | * LAN/WAN Networks |
| * Network Security | * Citrix (XenDesktop &XenApp) | * VOIP & SIP |

**Professional Experience**

**IT Engineer (2nd Lines Support May 2018– Todate**

**HSBC Bank (Contract)**

* Deployment and Support of (Windows & ios Apple Macbook)
* Building Apple Macbooks and Windows 7,10 Laptops
* Deployment of smart Mobile phones and Tablets
* Application deployment through SCCM GB deploymenet Mgnt tool
* Remote User Support, Citrix XenApp for virtual hosted applications; Citrix XenDesktop for virtual hosted applications support
* Support VPN Remote user Desktop and Laptop
* Supporting Cloud users (AWS)
* Supporting users of office 365
* Managing, installing and maintaining enterprise solutions for individual and group Active directory accounts;
* Managing, maintaining and monitoring the infrastructure that supports user authentication

**IT Service Desk Engineer (1st & 2nd Lines Support**  **February 2018– Todate**

**BAE Systems –(DXC Technology )(Contract) SC Role**

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* Remote User Support, Citrix XenApp for virtual hosted applications; Citrix XenDesktop for virtual hosted applications support
* 1st Line call logging through Service Now.
* Managing, maintaining and monitoring the infrastructure that supports user authentication
* Applications installation
* Remote user Desktop and Laptop Access through Bamgar
* Second Line call resolution
* Update, maintain and administer Knowledge base
* DHCP, DNS desktop support administration
* Smartphone & Tablet Support, Android, Windows 8, ios Apple

**Active Directory & IS Security Engineer (Wintel)** **Nov 2017 – February**

**MBDAUK –(Missile Defence Systems)(Contract) SC Role**

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* Managing, installing and maintaining enterprise solutions for individual and group Active directory accounts;
* Managing, maintaining and monitoring the infrastructure that supports user authentication
* Creating and modifying scripts used to manage individual and group accounts;
* Integrating computers, tablets, mobile devices, and smartphones into an enterprise user and computer authentication system;
* Serving on integrated teams resolving problems escalated to Tier 2 or 3 support
* Integrating and managing user authentication using various public key infrastructure (PKI) mechanisms; and,
* Administering a Microsoft Windows 2012 r2 active directory domain using standard Microsoft snap-ins such as Active Directory Users and Computers, Domains and Trusts, Sites and Services, and others as necessary.
* Creating objects in active directory with **Powershell**
* Delegating active directory object permissions
* Active Directory Identity Management (IDM)
* Applications installation, Patching through SCCM
* Incidents management & Ownership through HP Service Manager (ITIL)
* IM Process documentation and knowledge base contribution

**Senior IT Field Support Engineer- 2nd Line (MOD) May 2014 - Nov 2017**

**Carillionplc -Contract (Security Cleared Role)**

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| **Senior IT Field support Engineer- (Carillionpl/ MOD) Servers, desktops, Laptops, Tablets, mobile phones, printers and applications** |

* Hardware installation, Desktops, laptops & printers.
* Support and Service desktops and laptops.
* Deployment and Support of (Android & ios Apple) Tablets and smartphone mobiles
* Active directory access control management and Security issues incidents
* 1st, 2nd line and 3rd Line support for 9000 users
* Citrix XenApp for virtual hosted applications; Citrix XenDesktop for virtual hosted applications support
* Back office queue management and escalation
* Maintaining and repairing installed application and PC Building
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe
* Commissioning of new IT networks in remote sites
* Cisco switch installation
* Floorwalking after migration to ensure users are familiar with new change
* Incidents management & Ownership through Service Now
* ITIL SLA Core values, service parkage and Supporting services
* Cloud Server Support- Wintel (Hyp-V)
* Migration Engineer ( Windows xp to 7)

**IT Project Support Engineer - Hays Recruitment- November 2013- May 2014**

**WMorrisons plc Supermarket (Contract)**

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| Installation and configuration of 3000 windows 7 tablets to 695 Morrisons suppermarkets |

* Windows 7 tablets configuration and network Security
* Active directory access control management and Security issues incidents
* 1st, 2nd line user remote support
* Back office queue management and escalation
* Windows seven and XP desktop support
* Project reports
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe

**IT migration Engineer - Hays Recruitment September - October 2013**

**NG Bailey (Contract)**

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| Provide installation and migration for 200 users from windows XP to windows 7, |

* Windows 7 PC AND laptops deployment and commissioning
* Docking station installation
* 1st, 2nd line user support- Windows 7, MS office 2003-2010,

**IT Field Support Engineer - Hays Recruitment- Corporate Accounts September 2013 -October**

**John Lewis (Contract)**

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| Provides server installation and migration for Waitrose Supermarket (John Lewis) 1st & 2nd Line IT Support and installation within the trust including nurses, doctors, consultants, administration and other staff. |

* IBM server installation and commissioning
* SQL server migration
* 1st line user support- Windows 7, MS office 2003-2010

**IT Support Engineer** **June – August 2013**

**Leeds NHS Trust Hospital (Contract)**

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| Provides 1st and 2nd Line IT Support for medical professionals within the trust including nurses, doctors, consultants, administration and other staff. |

* Played key role in windows 7 deployment, maintenance and support and other hardware equipment on various platforms running on HP and Fujitsu computer work stations.
* Prepares activity reports, accurately logging calls and redirecting unresolved issues to relevant resources.
* Carries out investigations and repairs and supports the consistent improvement of the network Security systems.
* Installation and support for Emis for wards
* Installation and support for Patient Administration System (PAS) and Symphony

**Customer Service Field Engineer (3x Contract Positions)** **Nov 2010 – Jun 2013**

**BT Openreach (Security Cleared role)**

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| Responsible for the installation of BT telephone and internet services for BT Openreach residential users and business customers including Sky, Talktalk, O2, Virgin Media, Vodafone, Orange, Royal Mail, Yorkshire Water, Cable and Wireless and Daisy Telecomms. |

* Diagnosed and resolved Network and Datacomms faults from main distribution frame (MDF) to end users.
* Commissioned telephone and internet services from BT exchange (MDF) to distribution point (PCP) and network termination point at Customer premises.
* Carried out BT Fibre Broadband service repairs, installations and commissioning in accordance with service request.
* Provided pre-sales and post-sales technical support, creating and maintaining comprehensive documentation for all implemented network services.
* Configured user work stations and client software to servers, and installed/upgraded service pack releases.
* Interfaced with customers and delivered on-site training to end users in the use of broadband and equipment.
* Managing customer installation schedule through AMDOCS and Remedy CRM.

**VOIP Systems Support** **2008 - Nov 2010**

**Haggai Technology Limited**

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| Provided 1st line operational support and maintenance of hosted VoIP solutions for Verizon, Tata, BT, AT&T, and French Telco carriers. |

* Investigated, diagnosed and resolved connection faults and responded within agreed time limits to incidents.
* Logged and prioritised unresolved user support calls for 2nd line support teams to provide further technical assistance.
* Tracked, monitored and reported all help desk incidents, ensuring the resolution of faults are within defined customer service level agreements.
* Prepared progress and statistical reports for supervisors and managers detailing the volume, status and nature of incidents reported.
* Managed the SIP sever, TDM circuits, including SONET, T1, DS3, ISDN, POTS, Frame Relay, and ATM
* Executed detailed test plans using wireshark for [network](http://en.wikipedia.org/wiki/Computer_network) troubleshooting, analysis and [communications protocol](http://en.wikipedia.org/wiki/Communications_protocol) development.

**2ndLine Desktop & Network Support**  **Mar 2005 - 2008**

**Stockton Hall Hospital, York**

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| Provided 2nd line technical support to c. 300 staff, resolving computer, server and LAN issues via telephone, remote support software tools and face-to-face meetings. |

* Trained and supported users on Microsoft Office applications (MS Office, MS Access, Excel Databases and Outlook) to improve their competency level and understanding of the applications.
* Novell and Windows Server management, Active drictory, access list management.
* Investigated faults with network hardware, Cisco routers, switches and other devices, providing corrective action where required.
* Managed servers and supported implementation projects for servers as well as hardware infrastructure.
* Managed hardware installation, maintenance and upgrading for all Windows XP platform HP/Compaq workstations.
* Planned, developed and implemented the ICT budget, obtaining competitive prices from suppliers, where appropriate, to ensure cost effectiveness.
* Developed and maintained vendor relationships and the purchase of hardware and software products.
* Ensured the security of data from internal and external attack by managing inbound and outbound traffic via Sonic security firewalls.

**Warehouse IT Assistant (Part-time)** **Jun 2003 – Jul 2004**

**JA Magson, York**

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| Provided 2nd Line IT Support for Users and carried out troubleshooting and maintenance of network hardware (computers, Cisco routers, switches and network printing devices) and routine Backups. |

**Teaching Training**

May 2013 - July 2013 York University, City & Guilds 6302 PTLLS

(Specialising in IT Software & Hardware Training for Adult Learners)

Course Modules:

Section 1: Understanding own role, responsibilities and boundaries of role in relation to teaching

Section 2: Understanding appropriate teaching and learning approaches in the specialist area

Section 3: Lesson preparation (Demonstrate session planning skills)

Section 4: Understanding how to deliver inclusive sessions which motivate learners

Section 5: Understanding the use of different assessment methods and the need for record keeping

**Education & Certification**

Comp TIA Certified A+ Professional

Comp TIA Certified Network+ Professional

CompTIA Security+

CCNA Cisco Network Associate

Current Studies: Prince2 Practioner Certification (Project management)

British Telecoms Accredited Network Engineer

AWS Solutions Architiect In progress

Degree: Bachelor (Hon) Business Computing & Networking Engineering

Diploma: Marketing and Business Administration

**Technical Training**

2010 Trained by BT Openreach on IPTV, copper Telephone and Broadband installation

and maintenance for Business and residential customers (2010)

2006 Completed Windows Server 2003 MCP (Stockton Hall Hospital)

**Projects Completed**

**2019** [**Author of Man in the Browser**](https://www.amazon.co.uk/Man-Browser-Jackson-Moonga-ebook/dp/B07V9NVWNT/ref=sr_1_2?keywords=jackson+moonga&qid=1564570879&s=books&sr=1-2)

**2018** [**Author of the New Economy Book**](https://www.amazon.co.uk/New-Economy-Digital-Helped-Millionaires-ebook/dp/B07FNRTP5K/ref=sr_1_1?keywords=jackson+moonga&qid=1564570809&s=books&sr=1-1)

2013 Windows 7 deployment at NHS Leeds Trust (St James Hospital)

2013 Planning, designing, implementing (www.localvillagegh.com) online market place website

2011 Installation and commissioning of Windows 2008 Server for Palmleaf

2009 Installation of Redhat Linux Server

2009 Installation of Zimbra Mailserver

2008 Installation of the SIP server (VOIP system) Class 5 Switch for Haggai Technology Limited

2006 Designed a ticketing system

2005 Rolled out 200 new Windows XP computers across Stockton Hall Hospital

**References**

Available