Colin Thomson

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**Personal Profile**

IT engineer with over six years’ experience in various sectors of the IT industry. Worked for a high-profile MSP, providing remote support to over 5000 users from Singapore to New York and everywhere in between. I have also worked onsite within a large UK charity supporting up to 400 users, resolving everything from password resets to MPLS configuration in conjunction with the 3rd party vendor. In addition, I supported multiple clients remotely as part of my daily work. My most recent position is a multi-skilled position supporting a Server environment, both virtualised and physical, and the network infrastructure to a second line level.  
My skills include supporting all Microsoft Operating Systems, desktop and server, in which I am certified to configure and administer advanced settings. Additionally, I have experience with Cisco hardware, networking computers and programming languages.

**Education**

Level 4 Systems and Principles Diploma for ICT professionals 1 October 2014

**MCP** Advanced Administration Server 2012r2 (**MCPS**) **MCID: 9369480** 29 August 2014

**MCP** Installing and configuring Server 2012r2 **MCID: 9369480** 3 June 2014

**CCNA, CCNP** Routing and Switching Training undertaken **Netacad ID: 30659772** 24 June 2014

ICT Systems and Principles C&G June 2013

**Skills**

* Docker and containerising images both on the Microsoft and Linux platforms
* Deploying images through various means, **PXE, Hyper V** and **SCCM, ADK** remote disc deployment.
* Managing Server images for deployment. Using **Hyper V, Acronis, Altaro** and other vendor specific applications
* Implementing patch management and update remediation, WSUS, ManageEngine.
* Configure **Group Policy** through local **MMC** and Server
* Configure and Administer **Active Directory, Group Policy and Domain infrastructure components**
* Virtual Machine deployment and management, **VMWare** and **Hyper V**
* Domain setup and configuration, from planning phase to implementation and migration.
* Making of CAT5E cables, straight through, roll over and cross over. Always worth mentioning.
* VMWare components, building infrastructure components with hosts, datastores and FC networking
* **Microsoft Office 2010, 2013** and **Microsoft Office 365** including **SharePoint 2013 – 2016**
* In-depth troubleshooting of Windows Operating Systems

**Employment History**

**IT Infrastructure Engineer Timeline TV (BT Sport) August 2018 – present**

* In house 3rd line technical support for organisation infrastructure and custom applications.
* Microsoft Server administration, Multi-vendor network hardware administration and configuration
* Built Microsoft Server 2016 multi-site domain and setup Active Directory and associated Group Policies
* Infrastructure monitoring and support throughout the entire server farm.

**IT Technical Support Engineer NLA Media Access December 2017 – July 2018**

* In house tech support for organisation infrastructure and custom applications.
* MSSQL job and database administration, AD admin, GPO admin, backup admin
* O365, backup monitoring, server maintenance and general IT support.

**2nd line IT Support Engineer at Penelope MSP July 2017 – October 2017**

* Network recovery and configurations on Cisco switches and routers
* Part of the team that deployed full AD environment and RDS to 70+ users within Azure environment
* **O365** support of users and mailboxes plus **SharePoint** administration
* Monitored and configured the Symantec Backup exec tape magazine library for large scale client.  
  Reporting and resolving issues that arose overnight.

**IT Support Engineer ITLab March 2016 – July 2017**

* Provided onsite support to MS Society and remote support to the McLaren Automotive/Technology Group
* Performed reimaging of laptops and desktops. Creating custom Windows O.S. builds.
* Creation and deletion of AD accounts, manipulation of Group Policies to accomplish various tasks remotely.
* Remote support for Citrix issues, PolyCom telephone support. 8x8 vendor.
* Administering Exchange 2010 calendar and mailboxes using PowerShell. Admin on O365
* Network/host monitoring using CentraStage, AEM and Zabbix
* SCCM administration to apply software deployments and patches

**2nd Line Support Technician Queen Mary University London August 2015-December 2015**

* Performed reimaging of laptops and desktops. Win 8 and 8.1
* Provided desktop support to staff and students throughout the university campus.
* Responded to tickets using LANDesk support software.

**Owner/Technician Coolin.co.uk May 2013– 2019**

* General Windows’s computer support to a varied clientele.
* Managed Windows 10 roll out with multiple machines, connected printer and network devices.
* Website and mobile development Barnet Allotment Federation website and Goldsmiths University Energy Detectives web app.  
  [http://www.barnetallotments.org.uk](http://www.barnetallotments.org.uk/)   
  HTML, PHP jQuery used to build the web applications detailed above.
* Creating PHP web apps (Goldsmith University customer)

**IT Support Homerton Hospital 28-29 January 2015**

* Connected printers after installing Windows 7 from PXE boot.
* Assisted with the roll out of Windows 7 32bit, upgrading from XP

**IT Manager Volunteer Friern Barnet Community Library  July 2013 - currently**

* I setup the library computer network, Server2012r2 with WDS to deploy OS to clients.
* Created Group Policy Objects to control logon and logoff conditions.
* Created a script to control logon time of 1 hour before auto log off.
* Created DHCP scope for WDS, forward lookup zone creation DNS **Desktop Support PC Repair (Freelance) 2000 – 2010**
* Carried out domestic computer repairs and upgrades
* Connected printers (Wi-Fi and cable)
* Removed viruses and malware

**Painter and decorator/sign writer (Self-employed) 1990 - 2000**

* General painting duties and specialised calligraphy and mural painting

**Hobbies**

Programming HTML, CSS, PHP, jQuery  
Building websites.

**References**

Available on request https://mcp.microsoft.com/Anonymous//Transcript/Validate