### CONTACT:

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### PROFILE:

Having 20 years of IT experience, within the public and private sector, I have a flexible approach to work. I adapt rapidly to changes and keep up to date with latest I.T. developments.  My personality is outgoing, and I work well as part of a team or alone with minimum supervision.

I am seeking contract roles in an environment that offers me a challenge, increased benefits, and the opportunity to learn new skills.

Full clean UK driving licence

EASA-FCL PPL(A) (Private Pilot Licence)

Nationality: British

Date of birth: 26 November 1975

Clearance Levels: SC

### KEY TECHNICAL SKILLS:

* Extensive knowledge of Windows 7 and Window 10 problem solving
* Ability to learn and troubleshoot new software quickly
* Microsoft Exchange server administration
* Microsoft Active Directory administration
* PC hardware troubleshooting (Desktop and Laptop)
* Network troubleshooting
* Scripting experience for automation of routine tasks
* Use of many remote access tools e.g. TeamViewer, Dameware, Microsoft Remote Desktop

### OTHER SKILLS:

* Communication skills – Finding customers level of technical knowledge and speaking to them appropriately
* Customer service – Ensuring customers issue is resolved to their satisfaction
* Prioritising workloads
* Working to strict SLAs
* Following processes and procedures
* Creating checklists for common tasks and amending as necessary
* Creating and keeping documentation up-to-date

### CAREER SUMMARY

**August 2017 – Present:**

Service Delivery Technician Second Line Contractor (Jacobs Engineering)

1. Allocating tickets to self and prioritising daily workload
2. Troubleshooting technical issues, both software and hardware to resolution
3. Desktop Support/Tier 2 support – Hardware/software/Active Directory
4. McAfee EPO agent encryption/anti-virus
5. Windows 10 migration from Windows 7
6. Documentation of systems

**May 2017 – July 2017:**

IT Support Analyst (Advanced Supply Chain)

1. Service Desk providing tier 1 support to the business, including remote support
2. Set-up of hardware in the warehouse

**July 2013 – May 2017:**

IT Support Analyst **(**GHD **-** Good Hair Day)

1. Service Desk / Desktop Support Technician providing tier 1 and tier 2 support to the global business, including remote support using Team viewer and other remote tools
2. Management of the service desk, reporting into Technical Services Manager with weekly meetings
3. Working to ITIL standards
4. Purchasing required items using Exchequer software
5. Managing Active Directory on Windows Server 2008 and Server 2012
6. Site visits including work at Cambridge, London, Havant and the Lyon office in France
7. Migration from standalone systems to new domain in France, including instructions in French
8. Telecoms support - Blackberry and Apple iPhone/iPad, Cisco Desk phones, Airwatch MDM
9. Citrix application administration
10. Building Hyper-V Servers
11. Video Conferencing
12. Exchange 365 administration and migration including PowerShell
13. Windows 10 migration planning and testing

**June 2007 – June 2013:**

IT Support Technician (University of Leeds)

1. Windows 2003/2008 active directory work
2. Migration of faculty from Windows XP to Windows 7
3. Troubleshooting technical issues and faults through to resolution
4. Second line fault diagnosis on any machine with Windows 3.x up to Windows 8, and various connected peripherals including laboratory equipment, multifunction printer/scanner devices, working to SLA and ITIL standards
5. Support of smart phones and tablets running Android or Apple IOS
6. Setup and maintenance of Ghost server
7. App-V software sequencing for automated deployment via Microsoft System Center Configuration Manager (SCCM)
8. Ensuring documentation is kept up to date.
9. Linux support and administration
10. MacOSX installation and configuration
11. Hardware diagnostics and replacement of internal components if not under warranty

**April 2007 – May 2007:**

Contractor (Regional Servers, Leeds)

1. Solely responsible for the migration of Long Ridge Towers boarding School, Berwick-upon-Tweed over to updated systems. Windows 2003 server, with a Linux based web content filtering system. Client machines all migrated to Windows XP
2. Documentation for Regional Servers and simplified documentation for end client

**April 2001 – April 2007:**

Peripatetic ICT Technician (Kirklees Council Schools)

1. Maintaining wide range of computer equipment in 10 schools, including PC hardware, printers, educational software, networking (both peer to peer and Windows 2000/Windows 2003 and Linux server based) and the cabling systems.
2. Deployment of software and user restrictions using active directory within Windows 2003 Server.
3. Responsible for purchasing new computer equipment
4. Training of staff in new procedures and software
5. Tutoring groups of pupils using IT equipment in accordance with local education authority guidelines.
6. Creating and maintaining school Web Pages
7. Working alone as the sole ICT support person, but also interacting with local government support via telephone, and in person when required.

**January 2000 – April 2001:**

Business Service Desk Analyst (Totalise PLC)

1. Support via telephone and email to external customers using the ISP services
2. Accessing live Oracle database to update customer records by use of SQL
3. Desktop support and Training of first line support staff

**July 1999 – December 1999:**

IT Support (Helping Hands)

1. Support via telephone to customers
2. Windows NT workstation/Server and Internet software support

**December 1998 – June 1999:**

West Yorkshire Passenger Transport Executive - IT Support Officer

1. First line and second line technical support.

**August 1998 - November 1998:**

Helpdesk Assistant (ICL Sorbus, Wakefield)

1. First line support via telephone

### CAREER HIGHLIGHTS:

* I had sole responsibility for a major project to plan, migrate and document systems on a customer site in Berwick-Upon-Tweed. This was time sensitive and completed on time.
* Whilst working for GHD, I was responsible for the hands-on implementation of a project in France, to migrate the office to new networked system. This involved using Windows 7 and Server 2013 in the French language. This also included producing end user documentation in the French language with relevant screenshots to guide the end users.

### PROFESSIONAL EDUCATION & TRAINING

* Higher National Diploma in Computer Studies
* ITIL® V3 Foundation Certificate in IT Service Management
* NCFE Level 2 Certificate in Equality and Diversity