**James Graham Smith**

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D.O.B: 14th September 1994

**Personal Statement**

A skilled and highly motivated individual who is constantly looking to increase my existing skillset and adopt new technologies and processes. I carry a strong belief that ICT plays a major role throughout the education sector, especially in the development of learners and when harnessed correctly can reap great rewards. I am constantly looking at ways in which IT usage within education can be increased, improved and made safer for those using it. I pride myself on my ability to work as part of a team or on my own without direction and manage my time efficiently.

Outside of work, I like to further increase my knowledge base and keep up to date with technology and systems. I like to build my own development labs so that I can learn new systems, stay up to date with best practises and test setting, policies, newer applications and updates prior to implementing them into a production environment.

My other hobbies include walking the dog, DIY, valeting my car and occasionally playing PC and PS4 games.

**Education**

* Parklee Community Primary School (1999 – 2006)
* Westleigh High School (2006 – 2011)
* Wigan and Leigh College (2011 – 2016)

**Grades and Qualifications**

**GCSE’s (Westleigh High School)**

|  |  |
| --- | --- |
| **Subject** | **Achieved Grade** |
| English Literature | C |
| English Language | C |
| Mathematics | C |
| Science | C |
| Additional Science | C |
| ICT (Certificate in Digital Applications) | PASS  PASS |
| Media Studies | C |

**Further and Higher Education**

|  |  |
| --- | --- |
| **Qualification** | **Achieved Grade** |
| BTEC Level 2 National Diploma in ICT | Distinction |
| BTEC Level 3 Extended Diploma in ICT | Distinction, Distinction, Merit |
| Higher National Diploma in Computing and Systems Development | Merit |

**Additional Certificates and Accreditations**

* Riverbed Xirrus Technical Sales Associate (Formally XCWT)
* Riverbed Xirrus Wireless Professional
* Level 2 Certificate in Improving Own Learning and Performance
* Level 2 Certificate in Problem Solving
* Level 2 Certificate in Working with Others

**Career Profile**

**Novus Group Ltd (2016 – Present)**

I have worked in a variety of roles since starting this position.

As a managed service technician, I have worked in no less than 8 different schools, 6 of them being secondary education establishments and the rest being primary education establishments. These establishments all have varied requirements and system designs with an array of Windows and Apple operating systems. This is the most customer-facing role I have undertaken as it required me to interact with Students, Teaching staff and senior members of staff on a daily basis.

As a Technical Consultant, I have been involved in several projects which have allowed me to gain experience in the installation and management of several different systems including the Xirrus Cloud Management System, OpenMesh CloudTrax system and 3CX VOIP solution.

Whilst working on the helpdesk as a Second Line support operative I acted as a technical escalation point of contact for staff on the Managed Service sites and as a first point-of-contact for customers to whom we provide support to. This role involved troubleshooting issues remotely, triaging incoming support tickets as they arrive in the helpdesk system and assigning as required (E.G. Managed Service calls get assigned to the technician at that school). My 2nd line support role also involved actively monitoring active tickets, taking ownership of jobs which can be carried out remotely and actioning them.

In addition to the roles described above, I have also been responsible for inducting new members of our Managed Service team. This involved spending a minimum of 2 weeks with them on what would be their site ensuring that they are familiar with the site both physically and technically. The first half of this period would be shadowing myself to build up their knowledge of the site and the second half would see them working solo with me onsite as a point of contact. In addition to this, I also demonstrated and explained company procedures for management of the systems and technical escalation.

***Managed Service Technician duties:***

* Managing a variety of systems in primary and secondary education environments.
* Ensuring the smooth-running of servers, workstations and network equipment
* Deploying and upgrading software and deploying Windows software updates using SCCM
* Deploying and managing Apple using Apple Configurator and the MacOS Server application
* Upgrading and deploying Capita SIMS.net and FMS applications
* Managing Group Policy Objects and Active Directory accounts
* Management of Google G-Suite
* Management and Monitoring of Smoothwall UTM systems
* Installation and imaging of new devices
* Re-Imaging existing devices when needed
* Printer Management and troubleshooting
* Working with Staff and Students to resolve issues
* Backup management using Microsoft DPM and Veeam
* Print management with PaperCut MF and NG
* Liaising with 3rd party support contacts and school contacts
* Providing technical advice when needed
* Produce and maintain technical documentation
* Supporting TouchScreens, SMART and Promethean boards

***Technical Consultant duties:***

* Provisioning and deploying Xirrus and OpenMesh wireless systems
* Provisioning and deploying VOIP telephones with 3CX
* Scripting of applications for installation using MDT
* Creation and modification of Group Policy Objects
* Physical installation of equipment (Servers, UPS’s, Switches)
* Configuration of HPE Aruba switches
* Installation and configuration of PaperCut
* Managing a small team and allocating tasks.

***Helpdesk (Second Line Support) and Other duties:***

* Diagnosing technical issues escalated from on-site technicians
* Management of Microsoft Office 365
* Management of Google G-Suite
* Call handling and support ticket triage
* Workload management
* Inducting new members of the Managed Service Team

**Technical Skills and Experience**

**Microsoft Windows Server**

*Windows Server 2008 R2, 2012, 2012 R2, 2016, 2019*

* Microsoft Active Directory
* Group Policy
* DHCP
* DNS
* Hyper-V
* Internet Information Services
* File Server Resource Manager
* Windows Deployment Services
* Print Management

**Operating System Deployment and Management**

*Windows XP, 7, 8 / 8.1, 10, MDT, WDS, SCCM*

* Microsoft Deployment Toolkit
* Application Installation Scripting
* Driver Management
* Deploying updates with SCCM
* Deploying Operating Systems with ScCM
* Deploying applications with SCCM
* Anti-Virus Management with SCCM
* Anti-Virus Management with Sophos
* MDT Task Sequences
* Reference Image Capture

**School MIS Systems**

*SIMS.net, FMS, SOLUS3*

* Deploying and Upgrading SIMS.net and FMS with SOLUS3
* Deploying SIMS.net Census FileSet Upgrades
* Upgrading PARS systems
* SIMS.net User Management
* SIMS.net Troubleshooting
* SOLUS3 Troubleshooting

**Classroom Management Software**

*NetSupport, AB Tutor, Impero*

* Installation and Configuration
* Management
* Troubleshooting

**Print Management and Tracking Systems**

*PaperCut MF, PaperCut NG*

* Installation and Configuration
* User Management
* Printer Management
* System Upgrades
* Automation procedures
* Report Generation

**Apple MDM Solutions**

*Apple Configurator 1 & 2, MacOS Server, Apple VPP*

* Installation, updating and configuration of MacOS and Server
* Creating device enrolment profiles
* Apple Configurator Blueprints
* Enrolment of iOS devices
* Administration of Apple Profile Manager
* Apple VPP for Education

**Google G-Suite for Education**

*G-Suite, ChromeOS*

* Day-to-Day G-Suite Administration
* Chromebook configuration and enrolment
* Google Cloud Print

**Networking**

*Cisco, HPE, Aruba, Draytek, Xirrus, OpenMesh*

* Wireless AP Provisioning and Maintenance
* VLANs
* VSF Configuration
* Wireless LAN Configuration
* VLAN Trunks
* Spanning-Tree
* 802.1x Configuration
* Cisco VTP Configuration

**Professional Achievements**

* Implementing a fully-functional and easy-to-manage Apple iPad MDM solution in 2 primary schools allowing for easy device management and app allocation.
* Taking over management of the ICT systems in a secondary school and identifying a high amount of internet misuse during lessons which were hampering learning efforts. After liaising with teaching staff regarding this, I implemented stricter web filtering policies and user reporting using their existing Smoothwall appliance and this saw a noticeable reduction in the amount of misuse and disruption within 3 months which eventually dropped to almost nothing by the end of the school year.
* Reduced the need for pupils to exit lessons to have their password reset by implementing a password reset tool which can be used by the teacher to reset student passwords.
* Implemented a logging system IT staff to monitor student logon activity throughout the day in order to assist with investigations into computer damage / misuse
* Worked as part of a team which replaced an aging switching system with modern, faster Aruba switches. My roles on this project included configuring trunk ports for Wireless Access Points, configuring several VSF stacks and physically installing the equipment.
* Lead a small team of people to re-image all school PC’s during half term to update them to a newer version of Windows and to overcome issues caused by out-of-date systems.
* Covering a high school during a power issue which left half of the building without power. Ensuring that the Hyper-V Failover Cluster recovered correctly, and network was available where possible.

**Professional References**

References available on request.

**Further Information and Notes**

* Full, clean UK Driving License
* Enhanced DBS Certificate