**Mr. David Curzon**

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**Recent work history**

Johnnie Johnson Housing Systems Support Officer May 2019 - Present

Campus Living Villages System Support Officer October 2018 – March 2019

Buddha’s Tree Ltd: General Manager June 2017 – August 2018

Trafford Council:Systems Support Officer March 2013 – June 2017

Trafford Council: Desktop Support Engineer January 2007 – March 2013

Incert Ltd: School Support Engineer September 2003 – January 2007

**Qualifications**

MCSA – Windows Server 2012 09/03/15

MCDST – Windows XP 01/08/08

MCP – Windows Server 2000 24/01/03

ITIL Foundation V2 20/06/11

**Employment History**

**ICT Service Desk / System Support Officer at Johnnie Johnson Housing (May 2019 - Present)**

* Provide leadership, guidance and support in implementing Service Desk policies and processes.
* IT Problem Management
* Supporting Projects to ensure IT services go through a proper transition process
* Ensured IT requests were logged, updated, resolved and closed in line with agreed SLA’s
* Participated in software/application user training as required in local or remote offices
* Conducting IT HR Induction for New Starters
* Configuration of new hardware including Laptops, Desktop, Tablets and mobile phones via imaging and WDT
* Creation and management of New User Accounts, Distribution and Security groups in Active Directory
* On premise Exchange administration including mailbox creation and management
* VPN and Remote Access Administration
* Mitel Telephone System Administration
* Print server Administration
* General Microsoft Office Support
* Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
* Administration of the VMware based virtual infrastructure including the creation and configuration of VM’s
* Administration of WSUS
* Administration and Management of the RDS environment
* Liaising with 3rd party solution providers to ensure implementation of application updates and maintenance of support contracts.
* Remediation of VMware hosts

**System Support Officer at Campus Living Villages (2018 – March 2019)**

* Responsibility for the delivery of IT service and support to all CLV users, including service requests, promoting a self-service approach to reduce repeat demand via automation and business user education.
* The prioritisation and assignment of new support tickets.
* Responsibility for the resolution of 1st line and 2nd line support tickets through to completion including the acquisition of higher-level support where required.
* Troubleshooting and reacting appropriately to support requests and systems alerts.
* Responding to any System and Network notifications that occur during UK support hours including escalation to other operating regions based on the severity of the incident.
* Ensuring that departmental Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) are met.
* Coordinating asset and inventory management, including checks and audits, always according to CLV’s standards and processes.
* Creating/updating technical documentation and knowledge base articles.
* Using my initiative and experience to resolve issues and identify solutions, whilst at the same time adhering to the Change Control procedures currently in place.
* Providing support for and ensuring that the key business systems and applications are kept running at all times.
* Install, image and configure laptops, desktops, mobile devices, printers, VoIP phones and network equipment.
* Assisting with ICT projects as and when required.
* Acting as a point of contact for contractors and external suppliers; clearly communicating any technical issues.

**General Manager at Buddha’s Tree (2017 - 2018)**

* Responsible for the day to day management of a busy family owned plant Fertilizer Company.
* Managing and supporting both sales and warehouse staff in the distribution of products to the hydroponic wholesale industry.
* Procurement of all bulk consumables including bottling and packaging supplies, labels, closures and raw ingredients.
* Promotion of sales via social media, email and telephone.
* After sales product support to distributors, retail shop and end users.

**Trafford Borough Council**

**System Support Officer (2013 – 2017)**

VMware/Hyper-V environment consisting of 400 Virtual Servers on a Cisco UCS platform connected to a NetApp SAN infrastructure.

As a member of the System support team my main duties included but were not restricted to:

* The completion of daily morning checks to ensure all core council systems are operational, if not diagnose and resolve any issues, continuously monitoring those systems throughout the day to ensure they remain highly available.
* Monitoring and maintenance of the VMware virtualised environment to ensure performance and system reliability, including application of security patches to VMware software and hardware components as required.
* Provisioning and configuration of new Virtual machines within the VMWare / Cisco UCS environment along with the provisioning of any datastores that are required for their use via the NetApp Storage Manager.
* Upgrading, Patching and migration to new operating systems current council software systems following change requests and in compliance with current PSN certification requirements.
* Assisting software suppliers with the implementation of new solutions by providing access to technical knowledge and resources, including adhering to current ICT implementation guidelines ensuring that all work carried out is correctly documented and the knowledgebase updated according.
* Ensuring that Veeam backups and SQL snapshots are configured in accordance with SLA’s and complete successfully, if not investigate and resolve any issues causing failure.
* Escalation of faults and potential issues which may cause system downtime or impact quality of service to my line manager, colleagues, software suppliers and other relevant parties.
* Monitoring of the System support mailbox to action any request for change or network account modification requests that are received.
* As an escalation point for incidents assigned to the System Support team from the ICT Service Desk 1st and 2nd line teams ensuring correct diagnosis and resolution of said incidents, with the involvement of third-party provider support if required, and the updating of any relevant documentation with known issues.
* Creation of new and administering existing User accounts within Active Directory along with their associated Exchange mailboxes, home drive folders and relevant security permissions.
* Creation and configuration of existing security and distribution groups with Active Directory.
* Creation of new and modification of existing group policy templates.
* Management and configuration of DHCP & DNS and WSUS.
* Management of the Microsoft Exchange environment including creation of new user mailboxes, policies and quotas, daily monitoring of CAS array and DAG performance and availability.
* Creation and configuration of Microsoft Lync user accounts including assignment of roles and policies.
* Configuration of VPN user accounts and Forti-token soft VPN keys with remote desktop user access permissions.
* Monitoring of firewall, anti-virus, intrusion detection and endpoint security reports and modification of rules and escalation of infections to senior staff as required.
* Administration and patching of SQL servers including creation of SQL tasks.
* Installation of new hardware within the data centre including required cabling and configuration.
* Ensuring the physical security of data centre hardware via regular security checks and door access log monitoring.
* Support and configuration of Microsoft Hyper-V environment for Trafford Councils media production provider as part of an ongoing collaborative project to deliver content to employees and service users.
* Management of print servers including addition of new MFD devices to the pool, print driver installation and configuration also user management of Follow me printing.

**Trafford Borough Council**

**Desktop Support / Field Engineer (2007 – 2013)**

Trafford user base of 3500 corporate users and 300 members of NHS Staff, 3000 Intel desktop and laptop devices with 300+ mobile PDA/Smartphones, 250 Full time remote desktop and VPN users. The council’s desktop environment is Microsoft Windows 7 and Microsoft Office 2013 with all software packaged and deployed via SCCM 2012.

Main duties:

* The logging of reported faults and issues received via the ICT service desk main telephone line and support mailboxes into Axios Assyst service management software.
* Investigation, troubleshooting and diagnosis of user faults and issues ensuring that wherever possible a first-time fix and when this is not possible acting as a single point of contact for the user. This was achieved using remote desktop support tools such as Dameware, Active Directory management console and relevant knowledgebases including if needed support from third-party software vendors and/or escalation to relevant specialist teams within the ICT department.
* Diagnosing faulty hardware problems which I would schedule an onsite visit or ask the user to bring the device to the service desk, so I could carry out the repair by replacing any faulty hardware components down to a desktop/laptop motherboard level. The hardware we supported was a mixture of Dell, Lenovo, Viglen, HP, Toshiba and Samsung.
* Identification of faults and patterns that may form the basis of an incident, reporting to and then liaising with the ICT manager to put in place an action plan to minimise system and user downtime ensuring agreed SLA’s are strictly adhered to.
* The updating of the centralised knowledgebase with successful solutions to ensure a speedier resolution to repeat issues.
* Deployment of applications to user’s desktops via SCCM following approved RFC applications.
* Provide support of all versions of Microsoft Office including supplying user training.
* Supporting users that are connected remotely via VPN connections to the core network and remote desktop applications.
* Management of Blackberry and Android based mobile devices via Microsoft exchange policies and Blackberry BES server.
* Connection and configuration of new network devices to the current infrastructure including Wi-Fi access points, multifunction devices and VoIP handsets along with any required cabling and patching into network switches.
* Configuration of new VoIP telephone extensions within management software.
* Installation of new hardware including Desktop and Laptop computers, desktop printers and scanners.
* Support of video and audio-conferencing equipment within council meeting rooms and council chambers.
* Taking part in a monthly rota covering the role of ICT field engineer deploying new hardware and peripherals to end users.
* Maintenance of the Asset register ensuring any movement of hardware or software is recorded correctly for auditing purposes, capacity management and certified WEEE disposal at end of life.
* The building and deployment of user desktop computers including the deployment of operating systems and applications via SCCM.

During my time within the ICT Service Desk department, I was also part of a small team in the rollout of Windows 7 across all client desktop and laptop computers along with the migration of applications to the new platform. The rollout of Windows 7 also included the replacement of around 500 desktops and 100 laptops.

References are available on request.