Fin Barnett

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I am a Technical Systems Engineer at Orion Engineering Services, where I administer our HQ and remote offices using a mix of on-premises Active Directory, Azure Services, and Microsoft 365. My primary role involves deploying and overseeing software and operating systems through a hybrid SCCM & Intune environment. Additionally, I actively utilise our Rapid7 SIEM suite to identify and remediate vulnerabilities across our infrastructure and have been instrumental in helping the business achieve CE+ certification. Moreover, I successfully spearheaded the migration of our DR/Backup solution from Veeam to Rubrik, culminating in a successful DR test.

Before joining Orion, I dedicated five years to Navisite, an MSP. I began my journey in an entry-level Service Desk position and rapidly advanced to a senior role within nine months. Subsequently, I transitioned to the server support team, where my responsibilities included providing 24x7 support and maintenance for various customers' IT infrastructures. This encompassed managing a wide range of Microsoft products, such as Active Directory, Office 365, Group Policy, and Remote Desktop Services (RDS), across cloud environments like AWS, Azure, and OCI, as well as on-premises data centres managed through vSphere & vCenter.

During my tenure at Navisite, I actively contributed to several successful large-scale migrations, including data centre transitions and migrations to the cloud. My passion lies in optimising IT environments and making significant contributions to organisational success.

TECHNICAL EXPERIENCE

ServiceNow	ITIL
Remote Desktop Services	Active Directory Domain Services
DNS	Windows Server OS
Group Policy	WSUS
Windows Failover Clusters	ADFS
Office 365 Admin/Support	Exchange
Azure	AWS
Intune	SCCM
Vsphere/VMware	Check_Mk
Powershell Scripting	Tenable/Nessus
Backup Exec	Nagios
Veeam	Sophos AV
Rubrik	Rapid7
Mimecast	Zabbix
Powershell App Deployment Toolkit	CE+

EMPLOYMENT
Jan 2023 - Present: Technical Systems Engineer - Orion Engineering Services:
Key Responsibilities:
- Administer Company systems to ensure compliance and best practices are followed using AD, M365, Intune, SCCM, Mimecast, Rapid7.
- Addressing end user issues - Ranging from laptop/OS problem to Telephony/Printer issues.
- Keep Systems up to date using WSUS and Intune Patch management.
- Ensuring any relevant reported CVEs are correctly remediated.
- Migrating and managing Backups.
- Planning and testing for DR scenarios.
- Managing and administering Zabbix to monitor our estate.

Nov 2019 - Jan 2023: Senior Windows OS Engineer - Navisite:
Key Responsibilities:
- Escalation point for technical issues that cannot be resolved by 2nd or 3rd line support.
- Build and manage numerous domains for new and existing customers.
- Technical resource for customer projects (i.e. Data Centre Migrations, ERP System Upgrades, Domain Splits. etc)
- Part of an on-call rota to provide 24x7 support in the case of OOH critical issues.
- Plan and implement routine maintenance on customer environments, in accordance with ITIL standards. To meet agreed maintenance windows and timelines.
- Meet with customers to assess needs and requirements for projects and suggest solutions to meet and satisfy these needs.

Apr 2018 - Nov 2019: Senior Global Service Centre Administrator - Velocity Technology Solutions.
Key Responsibilities:
24x7 Global Service Centre Support:
- Provide 1st & 2nd line technical support to customers. Seeing tickets through to resolution or escalating to the relevant Technical Support team.
- Raise tickets in ServiceNow ticketing system on behalf of customers reporting issues via phone & email.
- Monitor Nagios warning systems and action alerts accordingly.
- Complete Daily/Weekly/Monthly Customer Control Tests. (i.e. Check JDE queues are processing correctly, Ensure ServiceNow tickets have been actioned, Check Nagios alerts are up to date, etc.)
- Perform maintenance tasks on customer environments. (i.e. OS Patching, Increasing VM resources, renewing software licences etc.)
- Ensure Task SLAs are met for each ticket raised.
- Act as Incident Manager for any major Incidents that occur.
- Assist with information gathering for both Velocity and customer audits.

C&C On Site Support:
- Image new hardware for deployment to users.
- Provide support for any hardware related issues on C&C sites.
- Act as a Velocity representative during any Major Incidents / Outages for C&C.
- Maintain site printers, scanners and phones.

Jun 2017 – Nov 2017:   IT CONTRACTOR, New South Wales Electoral Commission (NSWEC)
Key Responsibilities:
Regional Office Setup & Support:
- Image, test and deploy RO equipment such as desktops, laptops and tablets.
- Travel to various Council offices in New South Wales.
- Set up required IT equipment specific to each offices' needs.
- Configure office network and connection to Head Office.
- Set up shared folders and printers.
- Ensure backup to the Head Office cloud was configured and working.
- Once installation and setup of IT equipment was done, I would provide remote support to all offices from Head Office (using the remote assistance tool ScreenConnect).

Head Office Support:
- Tracking and managing my support tickets using Helpdesk software.
- Adding New Users to Active Directory.
- Configuring new user profiles (i.e. Setting up Outlook, etc.).
- Replacing any user hardware that became faulty.
- Fixing any faulty hardware.
- Maintaining several FujiXerox printers/plotters.

Equipment Management:
Towards the end of the election period I was working at the Equipment warehouse, helping archive and test equipment that was returned from Regional Offices. This work involved:
- Cataloguing Asset numbers of returned items.
- Entering data into several different spreadsheets.
- Testing different pieces of hardware to determine if there was any fault/issue with them.
- Repacking catalogued items correctly to be placed back into storage.
- Following the correct procedures to have a faulty piece of hardware disposed of.

Feb 2017 – Feb 2018: GAP YEAR – Travelling
My fiancé and I were lucky enough to go on a yearlong trip that took us to: Thailand, Singapore, Australia, New Zealand and Canada.

Dec 2013 – Jan 2017: IT REPAIR TECHNICIAN/SALES ASSISTANT -Inverness Computer Centre Ltd.
Key Responsibilities
Technical Service Desk:

- Provide first and second level Help Desk support (via phone, email and face-to-face).
- Troubleshoot and upgrade/replace new and existing hardware (such as RAM, hard disk, power supply, motherboard and CPU).
- Troubleshoot monitors, printers and other peripheral devices.
- Install and troubleshoot software including Outlook and other Microsoft products in accordance with client requirements.
- Backup and restore data/re-image pc when required.
- Handle 20+ issues per day.
- Dealt with a large percentage of issues on the first call/inspection.

Remote and on-Site Support:

- Manage client's antivirus subscriptions by rolling out updates and renewals remotely.
- Provide remote support (using TeamViewer, Log Me In or Windows RDP) to clients who were unable to bring their machine to the service desk or could not be talked through a fix over the phone.
- Visit a client's site to perform network maintenance or solve an issue which could only be done on site.
- Deliver a new machine or one that was being repaired to a client's site and, depending on the situation, join or re-attach it to their domain.

Project Work:
- Complete office relocations: Ensuring clients' data was backed up and secured.
- Upgrading a client's workstations: when upgrading workstations, I normally did as much of the work as possible off-site to minimise the client's down-time.
- Installing new network points and connecting them to the patch panel correctly: This was normally done out with the client's working hours to minimise downtime and any distractions that might occur otherwise.

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EDUCATION
Standard Grades – History, Physics, Chemistry and French (Dingwall Academy)
Intermediate 2 – English, Maths and PE
Higher – Physics and Computing

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PROFESSIONAL COURSES & Certifications
Attained:
- QA Apprenticeships March 2014 - March 2015 - **SCQF Level 6**
- Diploma for IT & Telecommunications Professionals - **SCQF Level 8**
- Azure Fundamentals - **AZ-900**
- Azure Administrator Associate - **AZ 104**
- Rubrik Certified Systems Administrator - **RCSA v9.0**

Working towards:
- Azure Designing Microsoft Azure Infrastructure Solutions - AZ 305

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ADDITIONAL INFORMATION

Driving Licence: Full

Interests: In my free time, I work on my home lab setup to keep up with the latest industry trends and hone my skills in areas of IT not encountered daily. I've also used this to build an Azure-hosted CV site, applying DevOps practices using GitHub for source control. This site can be viewed at www.finuxnet.com. When weather permits, I also enjoy golfing, hiking, and climbing.

REFERENCES AVAILABLE UPON REQUEST

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