

# 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.

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## **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+

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## **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 can not 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 wife and I were lucky enough to go on a year long 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**

- QA Apprenticeships March 2014 - March 2015
  - Diploma for IT & Telecommunications Professionals - SCQF Level 8
  - Azure Fundamentals - AZ-900
  - Working towards Azure Administrator - AZ-104 & AWS Solutions Architect Associate Certifications.
  - Rubrik Certified Systems Administrator (RCSA) v9.0
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## **ADDITIONAL INFORMATION**

**Driving Licence:** Full

**Interests:** In my free time when weather permits, I enjoy getting outside to golf, hike and climb.

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**REFERENCES AVAILABLE UPON REQUEST**