

# Krzysztof Marek Scibiorek

I enable organisations to leverage technology for operational optimisation, providing strategic support to advance their IT infrastructure. My focus is on enhancing system efficiency and reliability, ensuring that all solutions are fully aligned with overarching business objectives.

## IT Professional

### Contact

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### Skills

Azure / Entra

M365

Microsoft Security Centre

Google Cloud

MS Intune

JAMF Pro

Workspace One

Exchange

AWS

### Work History

2025/12 -> **IT Support Engineer - Contract role,**  
2025/4 OXFORD NANOPORE TECHNOLOGIES, OXFORD.

- Intune, JAMF, Workspace One, Okta, Sailpoint
- Intune migration
  - Deployment of Intune Autopilot Profiles and Policies,
  - Build process development,
  - Apps packaging,
  - PowerShell scripting,
  - Change management,
  - Process improvement.
- 2<sup>nd</sup> / 3<sup>rd</sup> line Support BAU over Service Now
- Azure / Entra / M365
- Technical Documentation
- Process Documentation
- Proactive analysis of issues related with the migration, developing and implementing solutions via change management.

2024/12 ->  
2025/03 **IT Consultant - Contract role,**  
VALUE RETAIL - BICESTER VILLAGE.

- Assessment and optimization of an Intune Autopilot deployment profiles for Windows, MacOS and iOS and endpoints,
- 2<sup>nd</sup> line support and troubleshooting.

Group Policies

Automation

Backup technologies

2022/1 ->

2024/11

**IT Support Engineer (2<sup>nd</sup> / 3<sup>rd</sup> line)**

ASTROSCALE HOLDINGS - HARWELL, DIDCOT.

- SAAS - Overlook:
  - *Intune Autopilot Profiles and Policies,*
  - *Entra Conditional Access Policies,*
  - *M365 Methodologies,*
  - *MS Teams Policies,*
  - *MS Security, Defender Policies,*
  - *Apple MDM*
  - *Virtualization Methods,*
  - *Enterprise Apps, SSO*
  - *Intune Application deployments / packaging and automated update methodology*
  - *Endpoint Security Updates,*
  - *Intune Automated Driver Updates,*
  - *SolidWorks PDM,*
  - *Hardening of the Azure and Intune Policies, Endpoint Security.*
- SAAS - AWS:
  - *Support and troubleshooting basic issues related with of the AWS infrastructure and instances.*
- Standard Operational Procedures - Implementations:
  - *Naming conventions for Entra,*
  - *Workstations procurement and deployment standardization for AS Holdings*
  - *Intune Autopilot builds for various platforms,*
  - *Intune Applications Deployment and Updates,*
  - *Induction Process of the new starters and leavers process.*
- Migrations:
  - *Intune migration of Windows, iOS, Mac OS endpoints.*
  - *Windows 11migration of the endpoints.*
- Standardization and deployment of Hardware solutions:
  - *Implementation of MFDs.*
  - *MS Surface Hubs.*
  - *Workstations Standardization.*
  - *Hot-desk Setup Standardization.*
  - *MCAD team hardware and software solutions.*
- Cybersecurity:
  - *Implementation of hardening the security for Endpoints, over Azure policies and methods.*
  - *Gaining Cybersecurity accreditations for business requirements.*
  - Overlooking of incidents and vulnerabilities escalation to the third parties when required.
- Procurement:

Scripting

Coding

IT Procurement

Networking

User support

Inventory oversight

Staff training

Issue Analysis

Analytics

AV Hardware

RMA Processing

Team Leadership

Process improvement

ITILv4

SAAS / IAAS Frameworks

Cybersecurity

Frameworks

Windows Server

Windows OS

MacOS

Linux

iOS / Android

Telecom Technologies

Documentation

Change Management

PowerShell

GitHub

Gitlab

Service NOW

Sailpopint

- *Research and dealing with third parties on aspects of procurement of the software and hardware solutions, dealing with the third parties to gain best deals.*
- Support & Training:
  - *Supporting and educating team members on aspects how to on various platforms and solutions, training users, new employees and team members to gain transparency over deployed standardization.*
  - *Training IT staff members, employees etc...*
- Research and development:
  - *Continuous research and development of new skills and methodologies to be applied for business requirements.*
- Documentation and Processes:
  - *Implementation of Technical and Standard Operational Procedures for AS Holdings for the standard build process of Windows / iOS and MacOS devices.*
  - *Starters / Leavers process,*
  - *Standardization of the workstations for AS Holdings.*
- Supporting of Various platforms:
  - *Mobile Vendors, CCTV, Door Systems, Gitlab, Redmine, AWS, Azure, Printing Solution, Ubiquity, Linux, Android, Windows Server 2019, MacOS, iOS, Windows, Entra Enterprise Apps, Networking etc.*

2021/08 ->  
2022/01

**Senior IT Support Analyst - Contract role,  
OXFORD UNIVERSITY HOSPITALS - IM&T, OXFORD.**

- 2<sup>ND</sup> and 3<sup>RD</sup> line service desk outlook of the ticketing system / escalation internally and to the related bodies.
- Maintaining quality assurance and customer satisfaction objectives.
- Resolving issues related with the O365 migration / VPN and various second line related queries.
- Windows 10 / SCCM / IMPRIVATA / EXCHANGE / O365 / CITRIX / Variations of the 3<sup>RD</sup> party soft / hardware.
- Creating SharePoint documentation related with the migration to the O365
- Staff Training

2021/02 ->  
2021/08

**IT Technician - Contract role,  
GIGACLEAR, ABINGDON.**

- Service desk outlook of the ticketing system / escalation internally and with the third parties.
- Maintaining quality assurance and customer satisfaction objectives.
- M355 administration of the various systems VoIP / Print

	Servers / Face 2 Face / CS / Azure / AWS / O365 / Veeam / Intune / Exchange / SharePoint / MS Teams / Microsoft BI / MS Server 2012 - 2019 / VMware / Hyper-V / Jirra / Confluence / VPN.
2021/01 -> 2021/02	<p>• Analysis and resolving issues with existing infrastructure.</p> <p>• Windows / Mac OS / Android / iOS support.</p> <p>• Creating documentation for the technical team and third parties.</p>
2020/04 -> 2021/01	<p><b>ICT Technician - Contract role,</b></p> <p><u>SOUTHERN CENTRAL AMBULANCE CENTRE, BICESTER</u></p> <ul style="list-style-type: none"> <li>• Logging calls with the ticketing system / escalating issues internally and to the third parties.</li> <li>• Proactive assistance all the users on the hardware / software deployments.</li> <li>• Active management of the share point resources / asset database / active directory.</li> <li>• Creating the build process to follow / additional documentation for technicians to follow.</li> <li>• Maintained quality assurance and customer satisfaction objectives.</li> </ul>
2019/08 -> 2020-03	<p><b>IT Analyst - Contract role,</b></p> <p><u>OXFORD UNIVERSITY HOSPITALS IM&amp;T, OXFORD</u></p> <ul style="list-style-type: none"> <li>• Windows 10 Roll-out Engineer 2nd Line</li> <li>• Auditing various OUH areas (Hospitals / Departments)</li> <li>• Project / team management within various areas of a small group of engineers.</li> <li>• Replacement / Upgrades deployment of the end users' workstations due to the migration to Windows 10.</li> <li>• Data / software migration. AD and roles administration.</li> <li>• Liaising with Line managers / the third parties (software migration).</li> <li>• Logging the calls within the HIS ticketing system.</li> </ul> <p><b>Senior IT Officer - Contract role,</b></p> <p><u>NDORMS UNIVERSITY OF OXFORD, OXFORD</u></p> <ul style="list-style-type: none"> <li>• Project Management, overseeing and providing the support for the WIN10 migration.</li> <li>• Created WIN10 "GOLD IMAGE" of the OS using the Dell Image Assist. VMware (scripting / GPO's / automation). (Dell EMC).</li> <li>• Leading the Windows 10 Migration Project.</li> </ul>

- Worked closely with the Head of IT creating new SOP's and implementation of new processes.
- Aspects of procurement of the hardware (DELL EMC / APPLE / XMA etc.) Software, deployments.
- Liaising closely with the HR / Finance / Orders team / Alumni to create new and improve the processes for the purpose of the communication within the IT Department / Alumni and other parties.
- Creating and documenting all the processes, SOP's, IT Support know how, Procurement implementation of the new solutions based on the new tools implemented within the department such as CONFLUENCE, JIRRA, TRELLO.
- Hands on creating new SOP's and being responsible for the process of the procurement of HARDWARE / SOFTWARE using the ORACLE R12 purchasing system (liaising with the third parties, new AV solution proposed based on the Dell Interactive Screens),
- Introduced new standard units for the departmental workstations APPLE / DELL and peripherals.
- Working closely with the IT Manager on hiring the additional contractors for the process of WIN10 migration.
- Providing support and advisory for the alumni and related staff members.
- Supporting range of the devices ANDROID, IOS, MAC OS, WIN XP - 10, LINUX, VMWARE etc.
- Network management, diagnostics, and dealing with the end users requests such us creating and giving access \ creation of the new network shared resources.
- Liaising with the other departments, third parties, central ITSS, OXCERT, OUH, NHS, and MSDIT as well as with our local IPO to comply with the current IT security legislation.
- Administration of the Sophos cloud console and various IT Security aspects (OxCERT etc.)
- Scripting in the Power-Shell / Batch / Bash (for the purpose of various projects).
- Dealing with inquires daily using the RT ticketing system. Close cooperation and escalation issues to MSDIT / ITSS / OUH / etc.
- Administrating of the VoIP telephone system / new enquire / hardware procurement / deployment.
- Management / troubleshooting / deployment of the departmental MFD's, Paper-cut print server administration.
- Imaging and deployment of the end users' workstations WIN10 / MAC OS / LINUX / Active management of the asset database.
- Hardware RMA / Dell EMC / Apple products.
- VMware virtualization of the unsupported "windows 7 workstations", VMware sphere and Workstation Pro.
- Training of the IT Staff members / Team leadership / Inductions of the new starters.

2019/04 ->  
2019-07

### **IT Support Analyst - Contract role,**

#### NHS TRUST, OXFORD

- Providing the support to the end users during the process of migration to the O365 and WINDOWS 10, using the Service Now ticketing system.
- Providing with the support to end user devices such as WIN 7, WIN 10, iOS and Android devices.
- Hands on procurement and the build process of the DELL based workstations.
- Basic management of the SCCM / AD / O365 ADMIN / EX-CHANGE / MCAFEE ORCHESTATOR, / VODAFONE / MOBILE IRON / SOFTWARE CENTER / SOLARWINDS / SNOW / RICOH PRINT-SERVER.
- Providing with the support of the end users with the various queries, O365 basic administration (creating new in-boxes, delegating access to the shared mailboxes etc.), AD account creation and troubleshooting.
- Creation of the new solutions, basic power shell scripting and creating new documentation.
- Remote, face to face and telephone customer service, resolving issues related with the migration both various related issues.

2018/10 ->  
2019/03

### **Wireless Engineer - Contract role,**

#### WIRELESS EXCELLENCE, OXFORD

- Networking, Scripting working of the various telecommunication devices.
- Testing, configuration, creating new documentation for the hardware.
- Hands on manufacturing and troubleshooting the client's devices, Access Points, Millilitre Wave Links, Microwave Links, Free Space Optics, Switches.
- Worked with users to diagnose and resolve network and device problems and implemented established technical or procedural solutions.

2018/08 ->  
2018-10

### **IT Freelancer**

#### FREELANCER, Oxford

- Delivering the IT Support for the local small businesses and individual clients.

2018/06 ->

2018-07

### **IT Analyst - Contract role,**

MATTHEW ARNOLD SCHOOL, OXFORD

- Delivering the IT Support to the Staff member's and pupils.
- Administration / configuration of i Boss hardware firewall / filtering rules deployment.
- Administration / troubleshooting of the G Suite and Gmail system.
- Administration / troubleshooting of the Ruckus Wireless System, troubleshooting the network issues.
- Administration / troubleshooting the Sophos console / workstations / security scans.
- Administration of Paper-cut Print Server during the process of migration to the new MFD supplier.
- Administration / troubleshooting of the Windows Server 2012/2016, Hyper V, VMWare.
- AD, DNS, DHCP, PRINT SERVER, AV SERVER, FILE SERVER, deployment of the new GPOs.
- Administration of the ticketing system to achieve desired SLAs.
- Proactive security and disaster recovery management, increasing the network security awareness, introducing and deployment of the password vault managers.
- Creating IT documentation, active management of the asset database, creation of the new processes.
- Deployment and troubleshooting desktops based on Windows 7 and Office 2013.
- Overseeing and deployment of the AV equipment.
- Resolved malfunctions with systems and programs through troubleshooting.

### **IT Officer - Contract role,**

2018/01 ->

2018-07

UNIVERSITY OF OXFORD, DEPARTMENT OF SOCIAL POLICY AND INTERVENTION, OXFORD

- Delivering the IT Support to the Staff member's, Research and the Alumni of the Department.
- Administration of the complete ICT infrastructure including Telephone system [Chorus].
- Administration and proactive migration Sophos local server console to Sophos Cloud.
- Administration and deployment of Windows Servers 2012 R2 roles, AD, Network shared resources, GPO's deployment, WSUS deployment, security patching, overseeing and administrating of VM ODK Servers, Monitoring the condition of the Servers via deployment of LANSWEEPER, AD OU' administration and creation, Paper-cut print server management.
- Administration of the Chorus IP telephony, cabling, patching up, reprogramming the end devices of the IP telephony system, Administration of the complete network infrastructure, patching up, network devices deployment, manage-

- ment, and troubleshooting, creating a new pool for the departmental networking devices.
- Basic management and deployment of the web shares, SharePoint, Weblearn, Panopto “Replay”.
  - Migration of the end user's workstation to the controlled DOMAIN, migration the staff's workstations to WINDOWS 10 and Mac OS High Sierra.
  - Overseeing and successful migration the department to the Outlook 365, introduction of the Office 365.
  - Deployment of the CLONEZILLA images with the latest updated version of OS [ Windows 10 Enterprise 1803 x64 OFFICE 2016].
  - Buyer, research, and negotiation responsibilities in term of purchasing the departmental equipment such as desktops, laptops, tablets, projectors, mobile phones; New lease agreement negotiation and quotes for the PRINTERS/PHOTOCOPIERS for the department with XEROX, CANON; purchasing the software / hardware from the third parties.
  - Proactive security and disaster recovery managing, introduction of the HFS backup and Bit locker / FILE-VAULT drives, increasing the network security awareness, introducing and deployment of the password vault managers.
  - IT Strategies, active cooperation with the Administration team, meetings with the IT Committee on planning the strategies for the departmental requirement.
  - Creating of the new procedures, creating and publishing the IT documentation, active management of the asset database.
  - Overseeing and deployment of the AV equipment.

### **IT Support Officer - Contract role**

2017/09 ->  
2018-01

UNIVERSITY OF OXFORD, ONCOLOGY DEPT., OXFORD

- Delivering the IT Support to the Staff member's, Research and the Alumni of the Department.
- Reorganizing the IT Department.
- Administration of the ticketing system, Administration of the telephone system [Chorus].
- Administration of the ITSS software deployments for the end users.
- Troubleshooting the platform's network and the infrastructure related issues.
- Implementation of the new solutions for the use of the department's requirements.
- Deployment of the new migration process to Windows 10 [creation of the new images for the deployment process],
- Deployment and purchasing the end users' workstations [peripherals] via R12.
- Basic administration of the Windows Servers' environment [AD, DHCP, DNS], [ Windows Server 2012R2, Server 2016].

- Overseeing and deployment of the AV equipment

**2016/01 ->  
2017/04**

### **Technical Advisor - Contract role**

SATELLITE SOLUTIONS WORLDWIDE, BICESTER

- Dealing with inbound and outbound (emailing, ticketing system, online chat, clients' inquiries with the key BIB clients, re-sellers, news spotters (BBC, RTE etc.), and the B2C customers across the United Kingdom and the Europe.
- Troubleshooting issues related within various end customers satellite platforms, troubleshooting, and resolving platform and internal networking related issues.
- BPI reporting, ISP network issues and congestion analysis by using the network management systems provided by various service providers such as AVANTI's JUNIPER's, ASTRA 2E 2G NMS SES, EUTELSAT's TOOWAY OSS, British Telecom's subsidie program, escalation platforms issues to the service providers with the analytical approach.
- Creating of the technical documentation for the internal purpose and for the end users.

**2015/11 ->  
2016-01**

### **IT Freelancer**

FREELANCER, OXFORD

- Delivering the IT solutions for the local small businesses and individual clients.

**2015/09 ->  
2015/11**

### **Front-desk Agent - Contract role**

COMPUTER ASSISTANCE, OXFORD

- Administration of the booking in process of the BIB and B2C clients' escalation to the 2nd and 3rd line.
- Initial troubleshooting, quality assurance of the clients' platforms.
- Dealing with the clients' esquires over various platforms (telephone, emailing, online chat and face to face).
- RMA of faulty hardware processing over various manufacturers.
- Labelling and pricing up the stock hardware for the maximum visibility.
- Basic PC upgrades, (ram, HDD etc.) end users advisory.
- Dealing with existing customers and solicitation of a new business.

**2015/03 ->  
2015/08**

### **IT Freelancer**

FREELANCER, OXFORD

- Delivering the IT Support for the local small businesses and individual clients.

2013/08 ->  
2015/03

## IT Technical and Facility Manager - Contract role

### OXFORD INTERNATIONAL COLLEGE, OXFORD

- Administrating the College's complete ICT infrastructure, administration of the Windows Server 2008 R2, configuration and implementation of the end user devices (hardware firewall, routers, printers, personal computers, tablets etc.), maintaining and troubleshooting internal networking and end operator's devices includes software and hardware related issues.
- Being responsible for the research and procurement of the ICT equipment for the college premises.
- Windows Server 2008 R2 administration, active directory management, maintaining the group policies, keeping all devices and software up to date, administration of the Sophos console antivirus, Firewall configuration for the server and the end users, end user support and remote administration of the servers using the SSL VPN client.
- Implementation and configuration of the Wi-Fi solution for the college premises based on ZYXEL 2500 load balanced and ZYXEL N600 access points, implementation of the college personal computer network including configuration of the networking and personal computers for the staff members and students, implementation and configuration networking facilities for the students' accommodation, implementation, and installation of the colleges CCTV system.
- Project management of a major refurbishment of the college premises, with a budget of over £350,000.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Analysed client business processes to propose optimal software applications for unique requirements.

2012/05 ->  
2013/06

## IT Manager

### ITLAND, OXFORD

- Management of the shop floor, dealing with the customer inquiries, intake and troubleshooting of the customers faulty equipment.
- Troubleshooting and resolving the hardware and software related issues (malware, spyware, hardware upgrades, component replacements, soldering etc.).
- Management of the eBay store dealing with the client's inquiries, remote assistance and store supplies management, research and purchasing the equipment from the third parties.
- Built, customized and repaired technology based on staff requests.
- Supported phone, photocopier, fax machine and other phys-

ical equipment.

### **Assistant Manager**

**2011/05 ->**

**2012-02**

CASH GENERATOR LIMITED, OXFORD

- Administration of the purchasing goods included valuing up, buying in and stocking up the goods from the clients, responding to the internal inbound and outbound customer's inquiries.
- Administration of the online sales over various platforms such as eBay, Amazon's, and local sales website management (listings, postage, packaging and responding to the clients' inquiries).
- Posting of the precious metals to outsource, preparation of the sales records, management of the buying in and sales tills daily.
- Evaluating the price, labelling and testing the goods for sales, heading up the sales team generating maximum visibility.
- Monitored security and handled incidents calmly.

### **IT Technical Analyst**

**2010/05 ->**

**2011/02**

TEX24, OXFORD, UK

- Intake of the faulty electronics from the end customers, troubleshooting and resolving hardware and software related issues (personal computers, mobile phones).
- Management of the eBay store, responding the client's inquiries.
- Prepared technical responses to requests for quotes, assigning costs, time-frames, and alternative solutions.

### **Machine Technician**

**2007/11 ->**

**2010/04**

BMW GROUP OXFORD PLANT, OXFORD

- Controlling the quality of the production process, machine minding the robots, maintaining the production process, preparation of production and quality control reports daily.
- Maintained equipment performance by completing routine maintenance actions such as lubricating and cleaning components.
- Tended operating machinery to identify equipment malfunctions and locate sources of product defects.

### **IT Support Technician**

**2003/02 ->**

**2006-12**

POLISH TELECOMMUNICATION, WROCLAW

- Responding to the inbound inquiries over the ticketing system, AD user's account management, troubleshooting of the internal networking and configuration of the end user devices.

- Patched software and installed new versions to eliminate security problems and protect data.
- Completed inventory counts and organized supplies.
- Helped streamline repair processes and update procedures for support action consistency.

## Education

2000/08 -> 2004/10	<b>Bachelor of Science: Engineering of the Computer Systems</b> <i>Wroclaw University of Science and Technology - Wroclaw, Poland</i>
1995/09 -> 2000/07	<b>High School Diploma</b> <i>Technical College in Nowa Ruda, Poland</i>

## Achievements

Project management for **Oxford International College**, Oversight of a major refurbishment of the College premises, with a budget of over £350,000. The work included the installation of IT infrastructure and systems, school science laboratories, a professional kitchen, as well as a range of building works including a basement conversion from a car park to a dining room, school kitchen and science laboratories.

## Hobbies

IT Technologies, Penetration testing, Block-chain technologies, Artificial Intelligence, Quantum physics Mountain hiking, Cycling, Science fiction, Cinematography, Music, Motor-sports.

