

Alexander Jackson

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QEII Centre

ICT Logistics Technician

June '23 - present

- Responsible for all client internet connections throughout the centre alongside the Senior AV/IT Manager
- Configuring networks, troubleshooting connectivity issues, and monitoring AP performance using FortiWLC
- Monitoring traffic via FortiGate (where necessary)
- Leading the implementation of new cloud-based guest WiFi platform Captivnet (Airangel) and liaising with in-house and external network engineers to ensure compatibility with existing network architecture
- Configuring wired internet connections using HPE IMC and patching throughout the centre
- Liaising with AV Project Managers and exhibition clients in person and via email to ensure their networking/IT requirements can be met
- Troubleshooting client IT/networking issues in-person during events
- Responsible for the team's webshop (WordPress/WooCommerce), and first point of contact for all exhibitor enquiries
- Rigging/de-rigging networking and AV hardware throughout the centre for both main client events and exhibition
- Assisting/shadowing AV technicians with a particular interest in sound and data/video
- IPAF 3A qualified
- NSV CTC cleared
- Working towards CCNA

Freelance

Producer/Mix Engineer

Dec '22 - present

- Producing and mixing various forthcoming EP and album projects for several independent London-based artists

Phoenix Community Housing

Financial Wellbeing Co-ordinator

March - Dec '22

- Triaged clients experiencing severe financial hardship requiring advice and support with benefits, debt and money management
- Diary management and IT/systems/administrative support for a small team of welfare benefits experts
- Liaised with internal and external partners to coordinate support for often extremely vulnerable clients

Goldsmiths, University of London

Enquiries Assistant

November '21 - March '22

Phoenix Community Housing

Specialist Housing Services Assistant

Sept '20 - Nov '21

Financial Inclusion Assistant

May - Sept '20

Event Administrative Assistant

March - May '20

Catford Mews

Team Member

Dec '19 - Nov '21

Café OTO

Volunteer

Oct '19 - Dec '21