David Knight

IT Support Technician • Support Engineer • System Engineer
1st/2nd/3rd Line Support | Software/Hardware Installation | Network & Security Operations | Incident Management

PROFILE

A versatile, driven, and methodical IT professional with a proven track record in coordinating, managing, and delivering remote and onsite technical support. Instrumental in leading on service activities by solving technical and cloud capabilities through the entire project lifecycle while adhering to agreed ITIL frameworks and standards. Confident in conveying risks to non-technical members and contributing within a wider team to manage multiple priorities and deliver end-user solutions. A self-starter who can work in rapidly changing working cultures while releasing scalable and business-critical solutions to agreed frameworks to create values and shared success.

WORK EXPERIENCE

1ST/2ND LINE SUPPORT ENGINEER WITH WHITE GLOVE AND VIP SUPPORT | Vysiion|August 2023 – Nov 2023 - CONTRACT
▶ White Glove Support for VIPS and Management
▶ Liaising with clients to identify and resolve issues.
▶ Rapid Response and resolution of time-sensitive operation issues.

1ST/2ND LINE SUPPORT ENGINEER WITH WHITE GLOVE AND VIP SUPPORT | Cabinet Office |July 2023 – Aug 2023 - CONTRACT
▶ White Glove Support for VIPS and Management
▶ Liaising with clients to identify and resolve issues.
▶ Rapid Response and resolution of time-sensitive operation issues.
▶ Resolution or Escalation of tickets securely and in a prompt manner.

   Key Achievements:

✓ *Provided VIP/White Glove Support for senior members of the client group, resolved the issues as a priority, and heightened awareness of the needs of said senior members*

1ST/2ND LINE SUPPORT ENGINEER WITH WHITE GLOVE AND VIP SUPPORT | RM EDUCATION|May 2023 – June 2023 - CONTRACT
▶ Checking and preparing Inventory for repair or reuse.
▶ Liaising with clients to identify and resolve issues.
▶ Rapid Response and resolution of time-sensitive operation issues.
▶ Resolution or Escalation of tickets securely and in a prompt manner.

   Key Achievements:

✓ *Completed the preparation of Inventory for recycling, including, but not limited to, wiping and restoring outdated hardware securely and adhering to data protection.*
✓ *Provided VIP/White Glove Support for senior members of the client group, resolved the issues as a priority, and heightened awareness of the needs of said senior members.*

1ST/2ND LINE SUPPORT ENGINEER WITH WHITE GLOVE AND VIP | Soltech IT | March 2023-April 2023 - PERMANENT
▶ Managing user/client issues in a prompt manner, prioritising and escalating as necessary.
▶ Providing updates to assets correctly.
▶ Ensuring all licensing is up to date and correctly assigned.

   Key Achievements:

✓ *Identified, investigated, and successfully resolved major client issues with MS Intune.*
✓ *Provided rapid Response to client issues, maintaining good communication with progress on the solution in a timely and appropriate manner.*
✓ ***Launched workshops** – addressed questions and delivered 'Lunch & Learn' sessions in the Technology bar.*

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CORE COMPETENCIES

- IT Service Management
- Project Management & Operations
- Performance Management – SLA
- Team Management & Training
- Reporting & Documenting
- Telephone & Remote Handling
- Risk & Audit Management
- Resource Management
- Client & Vendor Management

SOFTWARE PROFICIENCIES

- Microsoft Office – Word, Excel, PowerPoint, Projects, Cloud-Based Administration (Google Workplace, Outlook)

- Microsoft InTune, Microsoft Azure, Salesforce, JIRA, Microsoft SCCM, Microsoft Exchange, Active Directory

- Microsoft PowerBI, Windows, macOS, Teams, Zoom, Skype

💼 WORK EXPERIENCE

SECOND LINE SUPPORT ENGINEER | Babcock|September 2022 to March 2023 - PERMANENT
- ► Took ownership of escalated issues as 2nd Line support – Security Cleared to resolve any queries within SLA
- ► Managed the installation and maintenance of IT Services in line with business requirements and targets.
- ► Provide route cause analysis and resolution of configuration/deployment issues of 3rd party applications.
- ► Promoted positive working relationships with colleagues, other departmental members and suppliers.

Key Achievements:

- ✓ *Launch bespoke application support and provide onboarding and offboarding administration.*
- ✓ *Software application support*
- ✓ *White Glove / VIP Support.*

SUPPORT TECHNICIAN | Fleetcor |Mar 2022 – Aug 2022 - PERMANENT
- Responded to service desk requests and prioritised incoming tickets from end-users. ► Led impact assessment, change planning and business readiness activity for project deliverables.
- Aligned processes internally – supported processes by working with teams to achieve end-user objectives. ► Ensured benefits associated with changes were measured and tracked within their project to realise standards.

Key Achievements:
- ✓ *Launched bespoke application support and provided onboarding and off boarding administration.*
- ✓ *Android/IPhone Build and Phone support.*
- ✓ *MS Office, Exchange, Active Directory, Windows 10 desktop support for local end-users.*
- ✓ *AD, Exchange account creation, password resets, file share access, VPN support, etc.*

IT SUPPORT OFFICER | University of Bristol | Aug 2008 – Oct 2018 & Oct 2021 – Dec 2021 & Feb 2022 – Mar 2022 PERMANENT AND CONTRACT
- Acted as Technical Support Manager – supported end-users by investigating and resolving IT problems.
- Deployed onsite for performing hardware/software faults across the University of Bristol campus.
- Rolled out the latest technologies and innovations and was seen as a subject matter expert within the team.
- Maintained the IT posture of the organisation and kept up to date with the emerging threat landscape.

Key Achievements:
- ✓ *Managed teams* – ensured IT Support Teams communicated with the Service Desk and 3rd Line Support.
- ✓ *Led all IT workstreams* and delivered complex support to 4000+ staff & students.
- ✓ *Contributed to third line support* – independently managed end-user incidents ensuring swift resolution.
- ✓ *Increased productivity, operations and delivery* – responsible for lifecycle management of all devices.

SECOND LINE SUPPORT ENGINEER | Hemmersbach |Jan 2022 – Jan 2022-CONTRACT
- Delivered operational support (onsite) and advanced troubleshooting for both Windows and Mac systems.
- Synchronised team activities – prioritised technical issues through the ServiceNow ticketing system.
- Completed simultaneous projects – ensured the continuity of services and delivery of end-user requests.
- Escalated risks – managed complex internal and external dependencies by identifying and removing blockers.

Key Achievements:
- ✓ *Built a collaborative environment* – responsible for the escalation management of macOS/IOS hardware.
- ✓ *Championed continuous service improvements* – supported resolutions of tickets within agreed SLA.
- ✓ *Project managed* the complete builds of new laptops and desktops.

SENIOR SUPPORT SPECIALIST | Intellectual Property Office | Jan 2021 – Oct 2021-CONTRACT - CONTRACT
- Orchestrated all aspects of second-line technical support – reviewed all tickets via ServiceNow.
- Delivered time-sensitive support – assisted with technical issues and provided progress updates to end-users.
- Streamlined reporting processes – completed day-to-day operations and prepared technical documentation.
- – ensured compliance with organisational policies while working within ITIL frameworks.

Key Achievements:
- ✓ *Rolled Out Microsoft Window Surfaces* using Microsoft Azure and Microsoft Intune.
- ✓ *Deployed onsite for upgrading the network* – Mobile Device Management (Airwatch/Intune).
- ✓ *Raised awareness of departmental responsibilities* – embedded procedures into working practices.

WORK EXPERIENCE

SYSTEM ADMINISTRATOR – GOOGLE TO MICROSOFT MIGRATION - CONTRACT
Dr Martens, Airwair International Ltd |July 2020 – Oct 2020
- Delivered support by contributing to a dedicated Team space for specific Google/Microsoft Support issues.
- Aligned processes internally – liaised with departments to deliver projects while minimising business disruption.
- Prepared the appropriate provision of information to management, including reporting on operations.
- Prepared common issues guides and post migration support for users while escalating any critical issues.

Key Achievements:
- ✓ *Owned the delivery of software infrastructure and administration support:*
- ✓ *Remediation of Google Drive to OneDrive migration issues in testing. o Remediation of Google Docs to Office Docs formatting issues.*
- ✓ *Post Migration Support (OneDrive, Email, Forms) and formatting support.*
- ✓ *Password Reset Ability – streamlined operations to help reduce helpdesk response times.*

DESKTOP SUPPORT ENGINEER | Arval BNP Paribas Group | Oct 2019 – Dec 2019 - CONTRACT
- Worked within the IT Support team assisting customers in three locations across the UK.
- Provided Deskside, Email, Skype and Telephone support to over 1000+ UK based customers.
- Investigated and diagnosed Windows 7/Office 2010 incidents raised via the Remedy ticketing system.
- Used Active Directory to create/remove/disable computer accounts, reset passwords and unlock accounts.

Key Achievements:
- ✓ *Implemented a VPN solution to laptops – oversaw early-stage planning for a Windows 10 deployment.*
- ✓ *Built and configured desktops, laptops & WYSE terminals using Acronis deployment software.*
- ✓ *Exposed to SCCM while adhering to ITIL best practices to ensure that tickets were resolved swiftly.*

DESKTOP SUPPORT ENGINEER | Bell Technology/Nationwide | Mar 2019 – May 2019 -PERMANENT
- *Worked on a diverse portfolio of operations – assisted end-users by resolving laptop and printer issues.*
- *Project managed the migration and rollout of Windows 10, adhering to departmental policies and procedures.*
- *Ensured compliance – approved software requests to prevent unauthorised usage across the business.*
- *Strategically delivered migrated users' technical support – resolved troubleshooting issues as they arose.*

Key Achievements:
- ✓ *Deployed a Windows 10 upgrade – supervised repairs/replacements and basic hardware fixes.*
- ✓ *Attended events – demonstrated new technology and managed technical forms/key knowledge creators.*
- ✓ *Launched workshops – addressed questions and delivered 'Lunch & Learn' sessions in the Technology bar.*

CONTRACTOR | Hemmersbach/Dyson | Jan 2019 – Feb 2019 - CONTRACT
- *Supported the migration of Windows 7 - 10 roll out delivering end user support throughout the upgrade period*
- *Delivered support for antivirus, OneDrive and mapped drive locations.*

Key Achievements:
- ✓ *Deployed a Windows 10 upgrade – supervised repairs/replacements and basic hardware fixes.*
- ✓ *Attended events – demonstrated new technology and managed technical forms/key knowledge creators.*
- ✓ *Launched workshops – addressed questions and delivered 'Lunch & Learn' sessions in the Technology bar.*

CONTRACTOR | Graphcore | Oct 2018 – Jan 2019 - PERMANENT
- *Delivered Mac support to end users.*
- *Ran training sessions and induction sessions.*

Key Achievements:
- ✓ *100% Mac Support*
- ✓ *Onboarding and offboarding of user accounts.*
- ✓ *Launched workshops - Mac Orientated*

IT SUPPORT OFFICER | Bristol University | Aug 2008 – Oct 2018-PERMANENT
- Served as Escalation Point Supervisor for a team of seven providing IT support for over 4,000 staff and students
- Delivered 1st & 2nd line Service Desk & Technical Support
- Managed deployment and reporting of change management
- Provided resource management to meet demand

WORK EXPERIENCE

IT FIELD TECHNICIAN | Andrews and Partners | Jan 2001 – Jul 2008-PERMANENT
- Monitored/maintained Symantec Backup including cataloguing and operational reporting
- DR/ Failover planning and implementation
- Detailed fault-finding support utilising helpdesk software.

Key Achievements:
- ✓ *1st/2nd and 3rd Line Support*
- ✓ *Backup and Server Maintenance*
- ✓ *Field Engineering. Visiting branches throughout SW and London.*

CHOTS IT HELPDESK TECHNICIAN | Fujitsu | Jan 1996 - Jan 2001-PERMANET
- Security Cleared 1st and 2nd Line Support
- Filling in between MOD establishments.
- Detailed fault-finding

Key Achievements:
- ✓ *MOD Security Clearence*
- ✓ *Deputy Site Security Officer*

SHORT-TERM CONTRACT ROLES (Two Month or Less)

1ST AND 2ND LINE SUPPORT | Dyson | Jan 2022
MICROSOFT TEAMS FACILITATOR | Cloudy Group Bristol |June 2020
DESKTOP ENGINEER | Healthcare Computing Ltd | Mar 2020
SYSTEM ROLLOUT ENGINEER | Thornbury Nursing Services | Feb 2020
BRISTOL COMMUNITY HEALTH |Bristol |May 2019

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- Apple Certified Associate Mac Integration 10.12
- Managing and Maintaining a
- Microsoft Window Server 2003 Environment
- Microsoft Certified Professional
- Microsoft Certified Desktop Support Technician
- Cert Prep: Prince2 Foundation and Practitioner

ADDITIONAL INFORMATION

- Volunteer NHS First Responder – Covid19
- Keen Photographer – www.itisme.co.uk
- Enhanced DBS & SC Clearance
- Full UK Driving License
- Remote or Onsite Working

Put away your thoughts about what a "typical IT guy" is. That's just not me!A dynamic and results-driven IT support professional who excels in customer-facing environments and engaging with end-users to deliver high levels of technical support and continuity of service. Adept at troubleshooting and solutions management with a proactive and calm approach to achieving challenging targets. Adaptable across multiple systems, technologies and cloud-based services with the ability to deliver end-user learning and mentor staff. I am currently seeking a new permanent or contract opportuniYes, I have extensive knowledge of Windows, Apple, Desktop Support and cloud-based services, but I bring much more to the IT game. You won't find me staring at a screen or server every hour of every day! I am tenacious, empathetic, patient and approachable, with a high level of emotional intelligence. I enjoy interacting with others and find myself right in the middle of troubleshooting tasks with my teams.