



Jacob Lewis Smith

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I am a very flexible, hardworking, and conscientious person. I work very well on my own and as part of a team.

Professional Experience

IT Infrastructure Analyst May 2023 – Present

General & Medical Healthcare

- ▶ Experienced in Office 365 Administration and tenant management, including Microsoft Teams and Zoom user support.
- ▶ Proficient in Active Directory, DNS, DHCP and on-premises Exchange server support.
- ▶ Skilled in comprehensive server hardware and software support, with extensive experience in VMware ESXi/vSphere and Hyper-V virtual machine management.
- ▶ Managed Sense call recording software for secure storage and encryption of call recordings.
- ▶ Experienced in telecommunications system installation and management, including 3CX and Spliceom phone systems.
- ▶ Proficient in PowerShell scripting and process automation to streamline IT operations.
- ▶ Delivered multi-tier support (1st, 2nd, and 3rd line) to users across multiple office locations (London, Guernsey, and Pilton), including on-site visits for complex IT and technical issues.
- ▶ Led all IT project initiatives, including major system upgrades, in-house development support, technical maintenance, and equipment refreshes aligned with business requirements.

Senior IT Technician August 2020 – May 2023

Ken Simpson Community School (Now Ken Stimpson Academy)

- ▶ Experienced in Google Admin for Chromebook management and Office 365 administration using Azure Active Directory, Intune, Teams, Exchange, and SharePoint.
- ▶ Proficient in server hardware support, Active Directory, on-prem Exchange support, and VMware ESXi/vSphere cluster management.
- ▶ Managed and maintained Smoothwall Cloud Filter and Aviglon CCTV systems.
- ▶ Skilled in installing, upgrading, configuring, and supporting hardware/software, as well as site-wide networking (VLAN configurations, DHCP, and DNS management).
- ▶ Experienced in 3CX phone system management and setup.
- ▶ Provided 1st, 2nd, and 3rd line support to a diverse user base (students, teachers, management, and governors), ensuring resolution of software and hardware issues.
- ▶ Led team management in the absence of the Technical Services Manager, including task delegation and technician coordination.
- ▶ Involved in various IT projects, including IT suite upgrades, core network replacement, and server replacements, with responsibilities for equipment installation, setup, and configuration.
- ▶ Provided out-of-hours event support for school functions, including AV setup for microphones, lighting, and projector systems.

1st Line Service Desk Analyst January 2020 – August 2020

Interaction Recruitment – Working at CDW - Travelodge Service Desk

- ▶ Experienced in Google Admin and Active Directory administration for users and computers across the Travelodge business.
- ▶ Proficient in SOTI MobiControl (similar to Cisco Meraki) and full use of Citrix environments, including virtual desktops and Cisco Jabba virtual phones.
- ▶ Administered multiple in-house systems, including Travelodge's Opera Reservation System (ORS).
- ▶ Provided first-line, high-quality support to Travelodge staff, ensuring effective issue resolution through the Service Desk.
- ▶ Undertook project tasks to enhance productivity and workflow, including system development for team knowledge and independence, and maintained up-to-date documentation for all business processes.
- ▶ Part of the training team, responsible for onboarding and training new starters to become fully competent Service Desk Analysts, utilizing a training program developed and implemented personally.

Apprentice IT Technician July 2018 – December 2019

Jack Hunt School

Worked towards Level 3 Infrastructure Technician

- ▶ Experienced in Active Directory (AD), NetSupport (DNA, Tech Console, Help Desk), and Office 365 administration and applications.
- ▶ Basic knowledge of System Center Configuration Manager (SCCM) and Hyper-V.
- ▶ Provided 1st line IT support to students and staff, managing phone queries and email support requests.
- ▶ Collaborated on IT projects to enhance existing systems and develop new solutions, improving IT efficiency for administrative users and teachers.
- ▶ Assisted the Audio and Visual technician with event setups, including sound, lighting, and projection for school musicals and sports awards conferences.
- ▶ Managed apprenticeship projects and tasks, ensuring high-quality work submission before deadlines.

Education

Ken Simpson Community School (Now Ken Stimpson Academy) September 2012 – June 2018

Computer Science – A	Maths – 4 (Equiv to C)
English Lit – 6 (Equiv to B)	English Lang – 5 (Equiv to C)
Science – C	Additional Science – C
Drama – B	Geography – C
ECDL (IT) – Distinction*	

RSL Creative and Performing Arts September 2017 – June 2018

Merit in Creative and Performing Arts Specialising in Technical Aspects (Sound and Lighting)

Volunteer Experience

Volunteer Lighting/Sound and Stage Crew Technician September 2015 – Present

Stamford Corn Exchange Theatre

- ▶ Volunteered in various technical roles, including Stage Management, Lighting, and Sound Technician, ensuring the smooth operation of shows and events.
- ▶ Responsible for Health and Safety of all personnel and audience members within the theatre.
- ▶ Managed lighting setup and focusing to meet performer or band requirements, while maintaining balanced and clear sound through front-of-house Array speakers.
- ▶ Part of the maintenance team, performing upkeep on lighting, sound equipment, and building systems during downtime between shows.

References

Workplace Reference

Lee Chambers
Technical Services Manager
Ken Stimpson Academy
Staniland Way, Werrington, Peterborough PE3 9PY
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Personal Reference

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