

Professional Profile

"Accomplished Desktop Support Engineer with 9+ years of experience providing onsite and remote technical support and maintenance for a variety of computer hardware and software systems"

As an experienced IT professional, I am skilled in installing, upgrading, and configuring hardware and software systems, focussed on increasing system efficiency and minimising business interruptions, alongside strengthening business processes and performance.

Core Skills

- Active Directory, Office 365, Cisco
- Diagnosis & Troubleshooting
- Maintenance, installations, repairs
- Microsoft Windows Server 2012 R2, 2016
- Microsoft Windows 7, 8 and 10
- VMware

Career Summary

Jan 2016 - Present

Georgian Manufacturing Ltd, Wakefield
Desktop Support Engineer

Outline

Working for a large Wakefield-based manufacturing business as part of a small IT team, accountable for maintaining and repairing the computer environment including troubleshooting and end-user training.

Key Responsibilities

- Provide an exceptional level of customer service support for PCs, laptops, telecommunications and printers, including after-hours support where necessary
- Regularly evaluate the efficiency of on-site hardware and software, making suggestions for improvements and creating fixes where necessary
- Troubleshoot hardware and software-based desktop errors and provide support and maintenance for the end-user, resulting in either first fix or escalation of the issue
- Build VMware clients for a variety of users, adding users to their necessary distribution lists and security groups based on their job role
- Carry out new user procedures including setting up new user accounts in Active Directory, creating a new email account, obtaining and setting up hardware, installing all relevant software onto the machine, setting up the Cisco phone system including voicemails and phone extensions, and ensuring the user has all their required access rights
- Carry out leaver procedures including removing user accounts via Active Directory, redirecting emails to the correct member of staff, discharging hardware, creating a backup of the machine, resetting the machine ready for a new user setup, and updating the inventory spreadsheet accordingly
- Manage end-user requests for hardware/software upgrades, including project management, cost saving and implementation
- Support, manage and maintain the configuration and installation of end-user machines, including patch updates and hardware replacements
- Troubleshoot end-user machines and network printers via remote access when not on site
- Complete weekly security scans to check the full computer network for any viruses/malware infected machines and respond accordingly
- Accurate logging of all computer system/IT problems, ensuring the IT Manager is made aware of any problematic or ongoing issues

Key Achievement/Projects

- Took on additional responsibilities while continuing to maintain an exceptional work level and provide efficient user support, leading to the IT department reducing from 4 staff to 3 which resulted in a yearly cost saving of £22000.
- Created a self-service password reset tool allowing end-users to resolve password issues without logging a support ticket, resulting in 22% fewer support tickets being logged per month.
- Designed and implemented a ticket logging system allowing both on-site and remote users to raise issues with the end-user computer environment, resulting in increased efficiency when managing raised issues and accurate logging of outstanding tasks.

Desktop Support Engineer Guide

M Walker



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