

Jack Ward

IT Support Technician — 1st/2nd Line

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PROFILE

IT support technician with hands-on experience across Active Directory and Azure AD user management, Hyper-V virtualisation, and Windows deployment, gained on placements in social housing, further education and aerospace manufacturing. Comfortable working frontline with non-technical users — diagnosing hardware faults, rebuilding and deploying laptops, and resolving issues under live, time-critical conditions. Methodical, calm under pressure, and genuinely interested in the technology.

TECHNICAL SKILLS

Directory & cloud	Microsoft Active Directory, Azure AD user management, file server administration
Virtualisation	Hyper-V, VMware
Deployment	Windows installation and imaging over the network, laptop rebuilds and staff rollout
Hardware	Diagnostics and repair of laptops, desktops, phones and tablets; component upgrades (RAM, GPUs, storage); multi-monitor and peripheral setup
Software	Windows, Microsoft 365, Google Workspace, software installation and configuration
Service desk	Ticket management, end-user support, documenting fixes, customer communication
Other	Portable appliance testing (PAT), PA and AV systems, basic web development (HTML, CSS, JavaScript, React)

IT EXPERIENCE

IT Technician — Worthing Homes (placement) May 2024

- Diagnosed and rebuilt laptops for deployment across the organisation using Microsoft Active Directory and Azure
- Worked with Azure AD user management, file server administration and Hyper-V virtualisation
- Delivered frontline hardware support to staff — diagnosing faults from failed display cables to Bluetooth keyboard conflicts disabling built-in keyboards
- Managed support tickets through to resolution

IT Technician — Saywell International (placement) May – June 2024

- Placement in an aerospace manufacturing environment, shadowing the IT department and observing how the company's CRM supports customer relationships and operational workflows
- Supported warehouse order processing, packing and label printing, working to time-critical dispatch deadlines with strict part-number verification

IT Technician — Northbrook College (placement) June 2021

- Provided IT support across the college site, maintaining computers and keeping network connectivity consistent for staff and students
- Responded to classroom and office support requests, including hard drive repair and multi-monitor setup for teaching staff
- Deployed fresh Windows installations over the network

Device Repair Technician — The Sand Project (volunteer) September 2023 – Present

- Receive, diagnose and repair phones, laptops and tablets
- Quote and price repair jobs
- Explain faults and options to customers in plain language, and keep them updated through the repair

IT & Audio/Visual Operator — River of Life Church

March 2018 – Present

- Lead technical operator for weekly services: PA setup, live audio mixing and voice-over recording
- Troubleshoot audio and AV faults live, with no opportunity to take the system offline — services run uninterrupted
- Maintain and update the organisation's laptops, website and YouTube channel, including post-service uploads and archive management

ADDITIONAL EXPERIENCE

Retail Assistant — Guild Care, Green House Shop

July 2023 – Present

- Carry out portable appliance testing (PAT) on electrical stock, confirming items are electrically safe before sale and recording test results
- Serve customers on the shop floor and at tills, manage stock control and display, and receive deliveries
- Two years of continuous customer-facing work alongside technical volunteering

EDUCATION

Brighton MET / Northbrook College

2019 – 2023

- BTEC Level 3 Extended Diploma in ICT — D*DD
- BTEC Level 2 Double ICT — Distinction/Merit
- GCSE English Language — Grade 4; GCSE Maths — Grade 3

Oakgrove College

2011 – 2018

- Level 1 Supported Internship — Employability Skills