Josh Stubbs

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Summary

I have over 6 years experience within the IT industry, starting as an IT apprentice before working with several outsource companies in providing end user support for 100's of clients nationwide. I have great experience with Active Directory, Group Policy, Microsoft Exchange including cloud solutions such as Office 365, Nextcloud, Microsoft Azure and Amazon AWS.

I have a great understanding of TCP/IP and the ISO model and packet sampling/logging using Wireshark & Nmap to monitor network performance and troubleshoot issues including but not limited to packet loss, broadcast storms/ loopbacks etc.

My main strengths are being an excellent communicator both in person and on the phone, I am very easy to talk to and can adapt quickly to my work environment. I am professional throughout and will provide the best customer service possible to ensure the end user is satisfied and that I have met and even exceeded there expectations, I am used to working in fast paced environments and dealing with critical situations such as major service outages.

I am very capable of using any helpdesk system provided and can easily train myself to use it to the highest efficiency, I leave detailed and technical notes for other engineers to make good use of without having to work out the issue again by themselves which would only cost more valuable time.

Please see an overview of my experience in different technologies below.

- Proxmox (open-source virtualisation) deployment/administration/maintenance
- VMWare ESXI/vSphere administration
- ADDS deployment/administration/maintenance
- Windows Group Policy deployment/administration/maintenance
- Linux Server Administration primarily Ubuntu Server
- Nextcloud (open-source cloud solution) deployment/administration/maintenance
- Apache2 & NGINX deployment/administration/maintenance
- Networking including but not limited to Draytek routers, L3 switches, Cabling & Patching (Cat 5e/6), DNS, DHCP, Firewalls, UTM's
- PfSense (open-source firewall technology) deployment/administration/maintenance
- Mitel administration
- Office 365 deployment/administration/maintenance
- InfoSec including log analysis, Nmap & Wireshark
- OpenVPN deployment/administration/maintenance
- Cisco & Sophos VPN experience
- Remote support via phone, email & web portal
- On-site support including but not limited to hardware replacements/troubleshooting
- Setting up Software RAID's via Windows Server, Ubuntu Server & Proxmox.
- Experience with ZFS, NTFS & UFS file systems

Experience

Quickfix IT Analyst
Aspire Technology Solutions
Oct 2019 - Nov 2020 (1 year 2 months)
Working for a successful managed service provider providing remote and on-site IT Support, Broadband, Cloud Services and Infrastructure support for customers nationwide. My day to day roles included supporting windows 7 & 10 operating systems and general troubleshooting as well as server administration and user account management.

I was responsible for working on the help desk to a high standard and escalating any tickets that could not be resolved on first point of contact to ensure SLA's were achieved.

IT Support Analyst
technocopy
Sep 2017 - Oct 2019 (2 years 2 months)
Working with a small IT Support and printer solution provider supporting windows 7 & 10 users, managing and maintaining networks for SMB's within the north east. My day to day role included troubleshooting end user problems, managing anti-virus software and other infosec duties as well as troubleshooting server issues and maintaining critical data backups.

IT Support Analyst
Atos
Oct 2016 - Sep 2017 (1 year)
I have worked with Atos as 1st line support providing outsources IT support, this included working on tickets on the help desk and resolving IT issues remotely. This provided me with more exposure to windows server including active directory, DNS, DHCP as well as using RSA technology for authentication.

IT Support Apprentice
Jul 2014 - Aug 2016 (2 years 2 months)
I worked with Baltic Training as an IT apprentice providing in-house IT support, this included troubleshooting network issues, VoIP maintenance and troubleshooting as well as general end user support. I also gained experience with managed network switches, Draytek routers and firewalls as well as network patching and cable routing.

Education

Carmel RC College
2007 - 2012

Licenses & Certifications

City & Guilds Level 3 IT Professional - City & Guilds

Skills

IT Hardware Support • IT Outsourcing • Information Technology • Customer Service • Remote User Support • Windows Server