Alistair Munro - Technical Support Professional

Profile

A Support Analyst with a proven track record of installing, configuring, supporting, maintaining and training users on a wide variety of systems. I have a very strong working knowledge of MSOffice, OpenOffice.org, SQL, ITIL and Prince 2, and wish to extend this to having as many skills in emerging technology as I can gather. I keep a good working knowledge of Windows, Linux and Unix environments (On desktop, server and internet/cloud), and can offer a rare combination of experience of legacy systems through to current and emerging technologies. My strongest assets are communication and problem solving. I work equally well in a team environment and as an individual. My comfort zone is to be learning something new and adapting to a challenge. I am keen to work in a strong and stable environment, within a company that is forward thinking and allows me to expand my knowledge and experience. I am also keen to refine and perfect my interpersonal and human skills.

Experience

2021 - 2023
Acacium Group
Senior Service Desk Analyst, Bristol

Mainly 1st & 2nd Line Telephone and Deskside support with some 3rd line project work (Primarily cenered around Containers on personal phones using InTune MDM). Day to day support using AD, M365/Azure, Remote Desktop & Azure Virtual Desktop (also supporting some bespoke software), Refining the Joiner/Lever and Internal Move processes in Service Now. Latterly Mentoring new staff on Service Desk. Left in August 2023 to recover from Cancer.

2020 - 2021
Computer Geeks & ITEC
Technical Support Specialist, Bristol

In the unstable period following the Covid Pandemic I spent 12 Months Experimenting with several posts in the MSP sector at Computer Geeks and ITEC. While these were enjoyable jobs that exposed me a range of Backup, Server Ops, Remote Monitoring and Cloud technologies, I left in July 2021 to join Acacium Group.

2017 - Present
Taylor Maxwell & Co
Technical Support Specialist, Bristol

1st to 3rd Line Support of 200 User Estate , Maintentance and Backup of Hardware, Software & Mobile, Project work such as improving Helpdesk systems, Site refits and replacing local file shares with Sharepoint, Excel training for colleagues, Vendor management and purchasing.

2014 - 2017
DAC Beachcroft
1st Line Support Analyst, Bristol

Remote support of MS Windows 7 Desktop Estate, Diagnosis of incidents of problems in a live production environment, Upkeep of Legal Computing Estate (updating Exchange, AD, Case Management Systems etc), Incident and problem Management, Creation of User and general Documentation, Analysis of call data for quality and service delivery improvement.

2014 - 2014
FLAG Somerset
Data Coordinator, Somerset

As the Somerset levels flooding disaster emerged in February 2014, I was asked to control and manage the massive influx of data to the volunteer group that temporarily handled the emergency response to the flood evacuation effort and viral internet campaign for offers of civilian help for flood victims. Within 2 hours of appointment, I had deployed a cloud management system to store the data. Within 24 hours of appointment I had formed a team of six volunteers to process data into the storage and distribution system. Within 48 hours, I had automated the process from end to end so that offers of assistance, equipment or donations went from a form on a web-page to the relevant emergency workers on the ground instantly without need of human intervention. All these measures were implemented at zero cost.

2013 - 2013
Eversheds Contracted via Computercenter
2nd Line Support Engineer

Desktop support of MS Windows 7 Desktop Estate, Diagnosis of incidents of problems in a live production environment, Upkeep of Legal Computing Estate (updating Exchange, AD, Case Management Systems etc), Incident and problem Management, Creation of User and general Documentation, Repair and maintenance of physical desktop and mobile equipment.

2011 - 2012
Airbus (Contracted via Altran Xype)
Single Collector Support Analyst

Monitoring & reporting on Multinational Licence Usage & Availability, Monitoring and Maintenance of C shell scripted Unix (HPUX) Licence Management tools, Creation and Maintenance of Documentation, Problem Management & Problem Solving across SQL, scripted & HTML MI systems.

2010 - 2011
Symmetry Ltd
Business Support Consultant

1st & 2nd Line Remote Customer Support & Consultancy, Test Programme Management, Incident & Problem Management, Creation of Documentation, Problem Management

1998 - 2010
MoD DE&S (Contracted via Symonds, Serco & Babcock)
Help Desk Analyst rising to FWH System Controller & Technical Support Manager

Support and Development of MoD Time & Attendance accounting & HR system. Support and Development of Real Time RFID Safety System, 1st & Second Line Technical Support & Analysis to MOD Services Contract. Management of incident log including problem solving and communication of progress to customer and negotiation with technical sources.

Education

1985 - 1992
Secondary

GCSE/A level, Brighouse
Gained 8 GCSE passes of C and above including Physics, Biology, Chemistry, Maths, English Lit & Lang.1 D Grade pass in Geography. Was successfully taking A Levels when I had to leave education for family reasons.

Most of my IT industry education has been self taught or on the job experience. This started In my early teens when my Father entrusted me to computerise the family care home businesses' Payroll (Sage) and staff and patient records, and has extended to learning a variety of subjects such as HTML, SQL, Python, Relational Database technology and into UNIX, Linux and Open Source. My recent self study has centred around the Raspberry Pi and encouraging my nieces and nephews to take up programming with the Scratch language

Additional activities

I have lifelong interests in Motorsport and communication which I brought together by becoming a volunteer Motorsport Marshal. This rewarding pursuit has taught me the ability to negotiate complex, fast moving and dangerous environments while keeping a level temper and the value of teamwork and how to manage relationships without the incentive of monetary reward.

Since the Covid Pandemic, I have retired from Full Scale Motorsport Marshalling, and have re-joined the hobby of Radio Control Car Racing. I find this is an excellent way to keep my mental agility, problem solving skills and social skills maintained. Mendip RC Raceway, my local racing club in Weston Super Mare have appointed me to their Governing Committee as PR, Internet and Computing Representative.

I also have interests in 3d Printing and Geocaching, and also enjoy going to see live music, comedy and keep retired and rescued Chihuahuas