Jay Parry
Infrastructure Engineer

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Experience

Apr 2024 - Present
IT Support Team Leader • Infrastructure Team • Obsidian Networks Ltd
In this position I work closely with the managing director to ensure our customer support team works efficiently and effectively. This includes maintaining SLAs and monitoring progress of employee's development.

Apr 2022 – Apr 2024
Infrastructure Engineer • Infrastructure Team • Obsidian Networks Ltd
In this position I work closely with the managing director to streamline our infrastructure and internal processes. This included creating standards for configuring various network equipment and improving our clients' internal systems to work best for them.

Apr 2019 - Apr 2022
IT Support Engineer • Support Team • Obsidian Networks Ltd
In this position, I joined as a first line engineer but grew my knowledge of various corners of IT fast and proceeded to the second line team whilst occasionally dipping into infrastructure related projects.

Sept 2019 - May 2021
Owner • Website Development • VTX Digital
In this position I created and hosted websites using WordPress and Virtualmin for people and businesses.

Oct 2017 – Apr 2019
IT Support Apprentice • PC Support Team • Wrexham Council
In this position I worked as part of the PC builds and installations team whilst also learning the ins and outs of an IT Service Desk.

Education

NVQ LEVEL 3 • OCTOBER 2017 TO MARCH 2019 •ITEC, WREXHAM
NVQ in Information Technology

DIGITAL LITERACY LEVEL 2 • FEBRUARY 2019 TO APRIL 2019 • COLEG CAMBRIA, WREXHAM

BTEC LEVEL 3 • SEPTEMBER 2016 TO JULY 2017 • COLEG CAMBRIA, WREXHAM
BTEC Diploma in Information Technology – Merit, Merit

8 GCSE'S • SEPTEMBER 2011 TO AUGUST 2016 • RHOSNESNI HIGH SCHOOL, WREXHAM
7 Grades A - C including Maths & English

Certifications
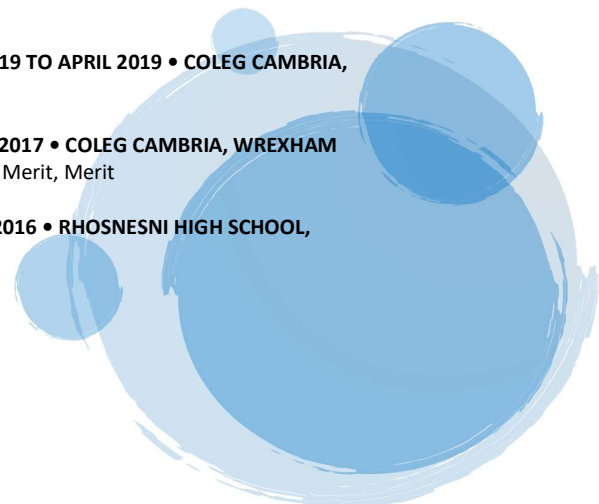
CCNA 1 - CISCO • SEPTEMBER 2018 TO JUL 2019 • COLEG CAMBRIA, WREXHAM
Cisco Certified Network Associate: Network Fundamentals

CCNA 2 - CISCO • SEPTEMBER 2018 TO JUL 2019 • COLEG CAMBRIA, WREXHAM
Cisco Certified Network Associate: Routing and Switching

3CX INTERMEDIATE CERTIFIED • JULY 2022 • 3CX ACADEMY

DISCLOSURE AND BARRING SERVICE • MAY 2021 • DBS

BCS LEVEL 3 CERTIFICATE IN IT USER SKILLS • OCTOBER 2018 • OFQUAL

IC3 DIGIATL LITERACY CERTTIFICATION • APRIL 2019 • CITY & GUILDS

MANUAL HANDLING • OCTOBER 2018 • WREXHAM ITEC

Personal Attributes

- Excellent customer service skills.
- Ability to work as a positive team member.
- Very good verbal, written, numerical and communication skills.
- Able to work on my own initiative.
- Full clean driving license and own car.
- Quick learner and likes a challenge.

Technical Skills

- PC hardware maintenance
- Telecommunications systems installation and management (3CX, Gamma Horizon, Avaya)
- Software deployment and patching
- PowerShell, Batch, Bash, Python, JavaScript, HTML + CSS experience
- Installation and management of corporate networks including managed switches, access points and server requirements.
- Cat5 – Cat6a Cable installation and termination into RJ45 heads and modules
- Installation and maintenance of Linux (Centos, Ubuntu, and various others) and Windows (2003-2022) based Servers.
- Active directory and group policy management and deployment
- Website hosting experience and troubleshooting (IIS, Apache and Nginx) + (cPanel WHM, Virtualmin and Docker)
- Monitoring and managing backup solutions (Veeam Backup and Replication and Windows Server Backup)
- High-Level management of Hyper-V virtualization
- Unraid + TrueNAS storage server management
- Firewall management and deployment (WatchGuard, PFSense, Ubiquiti, MikroTik, Draytek, Zyxel and Cisco, as well as many residential routers)
- Remote and In-person diagnostics of complex user tickets
- Wi-Fi coverage surveyance and troubleshooting (Ubiquiti Unifi based systems)
- In-Depth documentation of deployed systems.

General Skills

- Training staff with new equipment
- Excellent knowledge of general office procedures & IT systems including Microsoft 365 as well as specialist software
- Ability to implement and adhere to policies, procedures, and organisational frameworks.
- Good organisational skills
- Able to communicate with all levels, from public to professional bodies.
- Experience of working effectively in a changing and busy environment
- Ability to work under pressure, to tight deadlines adjusting priorities accordingly.
- Maintaining confidentiality and adhering to general data protection regulations
- Working independently to a high standard and collaborating with other team members
- Ability to diagnose complex technical issues and resolve them accordingly.
- Began learning the Dutch language Jun 2022, continued learning to present.
- A genuine passion for infrastructure and learning new technologies

References

Available on request

Portfolio

I have created an online portfolio which overviews my self-learning by utilising a home lab. Please consider taking the time to have a look at it here: https://jfparry.co.uk