Jonathan Mills

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Professional summary

I have over 12 years of experience working across many aspects of IT in many different environments, working with and alongside clients from all walks of life, from manufacturing to legal offices. I am professional, technically skilled, and eager to provide great customer service, whether that be directly helping end users, or doing the unseen infrastructure work. I relish in learning new technologies, and putting my problem solving skills to the test.

Work Experience

IT Analyst - Regional Network Specialist

Hydro-Cheltenham
March 2019 to Present

Working at Hydro has given me more individual responsibility than my previous roles. This is my first role in internal IT, covering two factory sites with attached offices, I am the main person responsible for the IT at these two sites. Covering all aspects of IT, my role includes everything from day to day troubleshooting and support, to performing project work and discussing IT strategy with senior management. During my time at Hydro, my achievements and technical knowledge were recognised and I was given the role of Regional Network Specialist. This role meant that I was the first point of contact for any networking issues at any of our sites across the UK.

Not long after starting this role, Hydro was the victim of a large scale cyber attack which ground it's systems to a halt all across the globe. This was an interesting and eye opening challenge about the role of cyber security plays in business, how to prevent attacks, and how to recover from them. After the cyber attack, Hydro implemented a number of new technologies which I have gained lots of experience with, these include:

Zscaler (ZPA, ZIA, ZDX, PRA, ZTE)

Microsoft InTune (Entra ID, AutoPilot, MFA, SSO, PIM, Defender)

Palo Alto firewall deployment

IT Field Engineer

Commercial Group-Cheltenham, Gloucestershire
December 2017 to March 2019

My role at Commercial has been my most technically challenging to date. I have relished the opportunity to work with such technologies as VMWare, SANs, Multi-site clusters, and true enterprise grade disaster recovery platforms. My role covered a wide variety of work, from completing full network health reports, to providing escalated support for on-site IT teams. During my time at Commercial, I had had the chance to work for a large variety of companies across the private sector, from law firms, to manufacturing, to private education, and charities. My role involves travel across the country to visit these sites, and often involves interaction with staff within all aspects of the business, from Directors, to helpdesk operatives.

IT Field Engineer

D&D Network Services
January 2017 to December 2017

Working at D&D introduced me in to the world of true, enterprise level IT and has given me the opportunity to widen my skill set whilst further honing and expanding on my existing competencies. In my

current employment, I have been tasked with configuring and supporting advanced networking, including technologies such as VLAN, VPN, Switch configuration, and Internet routing. In my relatively short time at D&D, I have gained a reputation as a competent and trust worthy engineer who is easy to get along with, working well within the team, and projecting a friendly, yet professional image to clients.

Peripatetic Technician

Capita IBS Schools

July 2014 to December 2016

My role at IBS Schools is to maintain and develop the networks of a handful of schools for whom I am the sole systems and network administrator. This role has allowed me to progress my ICT skills in an unrestricted environment, leaving me the knowledge required for outstanding performance as a Microsoft Windows system administrator. Although this is my first full time job in ICT, I have excelled in the role and was promoted to a scale 5 position within 10 months of being at the company. This meant I took on additional responsibilities such as creating and updating documentation, helping to guide new members of staff, and leading training courses for the technical team. During my time in this role, I have lead research and development teams in large areas such as Windows 10, been the project lead for several large network deployments, and have worked in line with customers to find new technology solutions suitable for education. Although this role is predominantly field based, I have also provided 2 nd and 3rd line technical support on the helpdesk, taking phone calls and solving cases logged via a ticketing system.

During this role I have had hands on experience with the following technologies:

Windows Server 2003, 2008, 2012, and 2012R2 including Active Directory, Group Policy, Printer Services, DHCP, DNS, MDT, WSUS, File Shares, and IIS 7/8

Virtualization using Hyper-V and VMWare

Desktop support for Windows XP, Vista, 7, 8, 8.1, and 10

Microsoft Office 2010, 2013, and 2016

Cloud services - Azure and Office 365

Apple OS X and iOS

Mobile Device Management via Meraki and Lightspeed

Desktop, laptop, and tablet devices

Sophos Anti-Virus for Enterprise

Backup systems including Macrium Reflect, Symantec Backup Exec, and Windows Server Backup

TCP/IP Networking including firewall management

Scripting using PowerShell and Batch

Prior to IT

September 2009 to July 2014

Before beginning my career in IT, I worked for 3 years as a landscape gardener, as well as working for Marks and Spencer in store operations whilst completing my computing diploma at Solihull College.

Education

Computer Networking (Diploma)

Solihull College-Solihull, Solihull, UK

July 2011 to 2013

Horticulture (NVQ)

Solihull College & University Centre-Solihull

July 2007 to 2009

Languages

- English - Fluent

Certifications and Licenses

Sophos Certified Engineer
November 2018 to Present

Sophos Firewall Configuration and Deployment

MCITP (Microsoft Certified IT Professional)
August 2017 to Present

Certification number: G248-6098

Apple Certified Support Professional
August 2016 to Present

Driving Licence

Additional Information

NEOS Windows Server 2012, NEOS Active Directory, NEOS Group Policy

NEOS - August

Apple Certified Support Professional - OS X 10.11

Goldfinch Technology - August 2016

Microsoft Certified Professional- Microsoft Server 2012 & 2016

Microsoft - August 2017 & July 2018