

Jack Vockins

18 Drews Court, Churchdown, Gloucester, GL3 2LD
07714 450 213 | hello@jackvockins.co.uk

Personal Statement

I am a hard-working, honest, and well organised individual who can work independently in busy environments using own initiative and within a team setting. I enjoy problem solving and can work well under pressure to adhere to deadlines. I have a creative mindset and am regularly seeking new challenges and opportunities to learn and develop in a forward-thinking company.

Education & Qualifications

| | |
|---------------------------------|----|
| GCSE ICT | A* |
| GCSE Applied Science Coursework | B |
| GCSE Applied Science | C |
| GCSE English | C |
| GCSE Business Studies | C |
| GCSE Mathematics | C |
| CompTIA A+ | |
| Microsoft System Center 2012 | |

Employment & Work Experience

| Job Title | Company | From Date | To Date |
|-----------------------|---------------------|---------------|---------------|
| IT Support Specialist | Nuffield Health | April 2020 | Present |
| IT Deployment Lead | NHS Gloucestershire | February 2019 | March 2020 |
| IT Support Technician | Ageas | August 2015 | February 2019 |
| Service Desk Analyst | Endsleigh Insurance | January 2015 | July 2015 |
| Technical Support | Ageas Insurance | July 2012 | December 2014 |
| General Assistant | Sainsbury's | April 2011 | July 2012 |

In my role at Nuffield Health, I am a Regional IT Support Specialist, my main responsibility is to ensure the integrity, availability, security, and efficient use of information resources to locations within the South of England; this includes Hospitals, Corporate Locations & Fitness/Wellbeing Sites.

In this field-based role, I am responsible for delivering an excellence in IT service, contributing to the support and implementation of the end user computing platform to deliver maximum value to Nuffield Health. This involves 2nd Line Support both on site and remotely working with third parties and 3rd Line Support/Networking Teams.

Since joining Nuffield Health, I have been responsible for the Windows 10 Migration & PC Refresh project across the South of England, working to upgrade both Machine Hardware & Software. I have also been responsible for the development and integration of an IT Asset Management System to ensure all equipment is asset tagged and tracked throughout its life cycle, organising the safe & secure disposal of assets, and undertaking in-house repairs on a range of devices.

In my role as IT Deployment Lead at Gloucestershire Health & Care NHS Trust (NHS Gloucestershire) I worked in collaboration with other members of the IT Service Support Team to ensure the integrity, availability, security, and efficient use of the Trust's information resources. This involved the delivery of senior 2nd Line technical support to end users working in GHC Locations and at remote sites. I was also a primary escalation point for the 1st Line Service Desk acting as a liaison to 3rd Line Support.

During 2019 I was responsible for the Windows 10 deployment project across Gloucestershire which involved working in the community to upgrade both Hardware & Software. I also owned and implemented the creation of a zero-touch mobile deployment environment to move 2000+ users from Windows Mobile to Android Devices.

Other responsibilities included the management and development of the GHC IT Stock System to ensure all equipment was asset tagged and tracked throughout its life cycle, organising the safe & secure disposal of GHC Assets, undertaking in-house repairs on a wide range of devices, maintaining the deployment environment and the setup and configuration of equipment for new and existing users.

I worked with suppliers including XMA & HP to bring repairs in-house, fundamentally reducing costs and the overall time frame to get devices back into service, this also involved regular meetings to discuss new hardware/product advancements and testing before any potential organisation-wide implementation.

During employment I designed, developed, and implemented the GHC IT Portal. An end-user driven platform that is now used by all users across the trust to create, update and view progress on Support Tickets. Additionally, the portal is used as the single solution for requesting IT Hardware/Software via an E-Commerce shop. This project gained excellent feedback, removed the need for numerous paper forms resulting in a significant improvement in department efficiency and reduction in the overall time it takes to build and deploy devices to end-users.

Another success was the implementation of the GHC Appointment Booking system that was used for Laptop Upgrades, GHC Email Migration & Windows 10 Upgrades. This allowed IT Teams to set a pre-defined appointment schedule that end-users could then book onto; allowing for preparation to take place before hand resulting in a seamless customer & quality driven process.

Key Skills & Achievements

Full United Kingdom Driving License.

I have strong knowledge of Windows operating systems, Microsoft Exchange, Office 365, Microsoft Office Applications, Citrix, and Active Directory. I also have experience with Adobe software, Safecom Print Administration, VMWare, HyperV, SNOW, SCCM, KACE Deployment, GoToAssist, WASP Asset, Snipe IT Asset Management, Trend Antivirus, Hornbill Support Works, Cherwell, SysAid, Service Now, Avaya IP Telephony, Mitel Telephony, Symantec Backup, Veritas Backup, Veeam Backup, Windows Server, DNS, DFS, DHCP, Group Policy, Specops Deployment Imaging, MDT Deployment, MSGP, IBM AS400 iSeries, Wordpress CRM, Safenet, Microsoft LAPS, iOS, Android, Mobile Iron, AirWatch, Blackberry Work and Samsung Knox Deployment.

Charity & Voluntary Work

At MyChurchdown (Non-Profit Organisation) I am responsible for the continued development of online platforms, brand awareness, and online reputation. Other duties include the creation of dynamic written, graphic, and video content that is compliant within brand and regulatory guidelines; making enhancements to optimise the customer journey/experience and engaging with customers on current & emerging social media platforms.

Hobbies & Interests

My key interests include Swimming, Technology and Creative/Digital Solutions. I enjoy the creation of websites for local organisations/businesses and providing technical assistance to friends and family.

References

Daniel Brown
Nuffield Health

Daniel.Brown@nuffieldhealth.com

07584 616 480

Ben Iles
1010 Pioneer Avenue
Gloucester Business Park
Gloucester

Ben.iles@ghc.nhs.uk