Max J Green

Contact

Email – Contact Form on Website

Profile

I currently work full time in IT, I am an organised person with good communication skills, I have a very positive attitude and am confident and always take pride in my work and am a team player.

I am an Ambassador for Autism and because of my Ambassador work around Autism I am an Ambassador for the following companies, Wrestling Travel, Dimensions UK and The Diana Award. I was also an Ambassador for the National Autistic Society from 2016 till 2025. I Still go around the UK speaking about Autism and have worked with Post Graduates, Politicians, TV Shows, Full Time Teachers, Senco's and Senior Lecturers.

I am ITIL Qualified, SDI Qualified, Sophos Architect qualified and have a NVQ Level 3 in IT System and Principles.

I have won Apprentice of the Year for my Work in IT from the West Berkshire Training Consortium, I then when onto to win The Autism and Coronavirus Leader of the Year in 2020 from Dimensions UK and Then went on to be a recipient of The Diana Award in 2021, The Award is the most prestigious accolade a young person aged 9-25 can receive for their social action or humanitarian work.

I'm honest, hardworking, and reliable and am willing to learn.

Key Skills

Operating Systems

- Windows 7, 8, 8.1, 10, 11
- Windows Phones
- macOS (iMacs, MacBooks)
- ChromeOS (Chromebooks)
- Mobile OS Support: iOS (iPhones, iPads), Android (Huawei, Nokia)

Microsoft Tools & Platforms

- Microsoft Office (2010, 2013, 2016, 2019, Office 365)
- Microsoft Intune (MDM Systems)
- Active Directory Management (including Azure Directory and Entra)
- Group Policy, DNS, Folder Permissions
- Windows Servers Management
- SCCM (System Center Configuration Manager)
- KMS (Key Management Server)
- Office 365 Management
- Microsoft Dynamics CRM
- Microsoft SharePoint
- Skype, Lync, Teams

Apple Ecosystem
- Apple Support (Mac, iPads, iPhones)
- Apple School Manager
- macOS and iOS device management

Networking & Security
- Sophos Central Management & Support with VPN
- Smoothwall Firewall & Monitor
- Salto Door System Management
- Access Point System Management (Xirrus Access Points)
- Networking (Switch Setup, Network Device Implementation)
- VPN Troubleshooting
- Wave CCTV, Camera Setup and Management
- SafeEnd Management
- Networking Device Implementation (Servers, Switches, etc.)
- Remote Phone Tethering (4G, 5G)
- Hyper V
- Veeam

Device Management & Deployment

- Device Builds (Microsoft Surface, Dell, HP, Lenovo Yoga, Huawei, Nokia)
- MDT (Microsoft Deployment Toolkit)
- Asset Management (Coded My Own System)
- Chromebook Management & Google MDM
- OverDrive App for Audio Books (SEND use)
- Printer Support (PaperCut Management)
- Salto Door System Management
- Desk Setup
- Bootcamp

Hardware Support

- HP Switches
- HP Servers
- HP Laptops
- Toshiba Laptops
- Dell Servers
- Dell Laptops
- Lenovo Laptops
- Apple IMacs
- Apple iPads
- Apple Phones
- Apple Macbook
- Windows Phones
- Nokia Phones
- PDA Devices

Applications & Platforms

- Citrix
- Google Suite (Gmail and MDM Management)
- Capita & DRS Systems
- Total Live
- Genero DLO
- QLX
- Agresso
- Taggish
- Brix Planner
- Matersphere
- SAP
- Sage
- ServiceNow
- Cherwell CSM
- CRM Systems

- Signage Live
- Net Support DNA Console & School Tutor Management
- Send Grid Email Management
- Class VR
- Easy Badge System

Administrative Skills

- ISAMS Admin
- Website Management (Tiarc CMS and Code)
- Asset Management of Devices
- Contract Negotiations (future and current products)
- Team Manager
- Project Management
- Deputy Network Management
- Budget Management
- Logging Issues
- Designing Logos and ID Cards
- Creating Floor Plans and Keeping Track of Inventory
- Training Others
- KBA Creation

Employment History

Moulsford Preparatory School
Senior Information Technology Administrator
November 2021 – Present

- Maintaining computer networks and systems including software, mainframes, VPNs, routers and other physical hardware

- Installing and configuring network equipment to update or fix hardware or software issues

- Updating virus protection software to keep data and communications protected

- Monitoring computer systems to improve network performance for computer systems and networks

- Communicating networking issues to other employees and management, especially in training new users

- Fixing software and hardware configuration issues for users on demand or from inspection of the systems

- Excellent analytical, process-oriented, organisational and problem solving skills

- To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site

- To maintain user security on all systems

Moulsford Preparatory School

<u>Interim Senior Information Technology Administrator</u>
December 2020 – November 2021

- Maintaining computer networks and systems including software, mainframes, VPNs, routers and other physical hardware

- Installing and configuring network equipment to update or fix hardware or software issues

- Updating virus protection software to keep data and communications protected

- Monitoring computer systems to improve network performance for computer systems and networks

- Communicating networking issues to other employees and management, especially in training new users

- Fixing software and hardware configuration issues for users on demand or from inspection of the systems

- Excellent analytical, process oriented, organisational and problem solving skills

- To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site

- To maintain user security on all systems

Evorio IT Consulting

<u>Senior Information Technology Analyst</u>
October 2019 – November 2020

- To interact with our customers verbally, in writing and electronically via our Support Portal ensuring cases are logged clearly and concisely

- To respond to calls in the timescales set out in the customer service level agreements

- To respond to calls in a professional manner and to the satisfaction of both the Support Team Leader and Senior Management

- To undertake detailed investigations of customer reported issues providing advice and solutions to individual customers and the entire customer base where applicable

- To test reported issues in our local environments and raise change controls where necessary for software changes and enhancements.

- Excellent communication skills, being able to convey complex and difficult issues both verbally and in writing to customers with varying levels of technical expertise

- Excellent analytical, process-oriented, organisational and problem solving skills

- Ability to understand and resolve complex technical issues

- Strong client relationship management skills

Thames Water
<u>Senior IT Lead Analyst</u>
June 2018 – September 2019

- To provide 1st, and 2nd line technical support queries professionally and efficiently, maintaining a high degree of customer service

- To ensure that all SLA's are met

- To work effectively and productively with 3rd line support

- To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site

- To document all calls on the call logging system and Produce statistics each month on Helpdesk issues

- To maintain user security on all systems

- Supporting users in the use of Computer equipment by providing necessary training and advice

- To arrange for external support visit whenever problems cannot be resolved in house

- Supports team manager and performs management duties when manager is absent or out of office

- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary

- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks

- Assists management with hiring processes and new team member training

- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance

- Develops strategies to promote team member adherence to company regulations and performance goals

- Conducts team meetings to update members on best practices and continuing expectations

- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines

- Ensures company brand materials and physical working spaces meet and exceed company presentation standards

- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaint

Sovereign Housing Association
IT Interim Service Desk Team Lead
February 2017 – March 2017

- Ensuring the highest levels of customer focus, collaborative working and service excellence and being the first point of contact for end users to receive support and maintenance within the organisations desktop computing and application system environment

- Take full end to end ownership for the incidents and problems with responsibility that includes supporting business system applications and installing, diagnosing, repairing, maintaining, and upgrading all desktop operating IT hardware and equipment to ensure optimal workstation performance

- Also troubleshoot problem areas (in person, by telephone, via e-mail or other messaging) in a timely manner ensuring clear and effective communication throughout the cycle of support, providing end-user assistance where required

- As the Lead Analyst I run the Day-to-day side of the Service Desk team, scheduling jobs and taking ownership for the escalation of incidents and problems that cannot be resolved by an initial Analyst. Manage these to ensure end to end ownership, effective communication and timely resolution.

- Mentoring new starters and process documentation is also part of the role

- P1 / P2 incident management and metrics reporting for trending

Sovereign Housing Association
<u>Desktop Support Analyst</u>
February 2016 – May 2018

- Maintain high level of communication with the users throughout the business by open communication

- Build, configure and troubleshoot desktop and laptop systems

- Resolve daily issues that impact the sites, teams and users

- Install, configure and maintain network printers

- Installing and supporting remote access connections

- Installation of encryption software

- Phone troubleshooting and diagnosis for hardware failures

- MS Office 2007 & 2010 (Word, Excel, Outlook) support

- Creation and modification of Users & Groups on Active Directory

- Managing service requests via phone and email queues

- Ensuring all Incidents and Requests are completed within company SLA

- Ownership and troubleshoot Service Desk Incidents and Requests where possible

- Ensuring that call log data is accurately recorded and submitted in timely manner

- Supplying customer and 3rd parties with timely updates on call progress

- Escalating Incidents/Service Request that cannot be resolved quickly or within Service Level in a timely manner

Sovereign Housing Association
<ins>Apprentice Desktop Support Analyst</ins>
August 2014 - February 2016

- Ensuring the highest levels of customer focus, collaborative working and service excellence and being the first point of contact for end users to receive support and maintenance within the organisation's desktop computing and application system environment

- Taking full end to end ownership for the incidents and problems with responsibility that includes supporting business system applications and installing, diagnosing, repairing, maintaining, and upgrading all desktop operating IT hardware and equipment to ensure optimal workstation performance

- Also troubleshoot problem areas (in person, by telephone, via e-mail or other messaging) in a timely manner ensuring clear and effective communication throughout the cycle of support, providing end-user assistance where required

- Taking ownership for the escalation of incidents that cannot be resolved and still managing these to ensure end to end ownership, effective communication and timely resolution.

- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role. Where applicable working in different IT Teams specialisms

Police Rehabilitation Centre
<u>Housekeeper</u>
March 2014 – August 2014

- To deliver excellent customer service, at all times and Maintain high standards of cleanliness and presentation in all back-of-house areas and customer areas

- Fulfil all reasonable requests from guests, to ensure their comfort, satisfaction and safety

- Report any security issues to line manager

- Always adhere to all company policies and procedures and licensing laws

- Be involved and contribute at team meetings

- Carry out instructions given by the management team and head office

Work Experience

Kaspersky
Cyber Security Analyst
July 2013 – August 2013

Time out Café
Customer Assistant
May 2013 – May 2013

Education

BCS, The Chartered Institute for IT
2018 – 2022

Basingstoke College
2014 - 2016
NVQ Level 3 in IT Systems and principles

West Berkshire Training Consortium
2014 – 2016
English and Maths

Newbury College
2013 – 2014
Media Level 2 BTech, Media, Distinction

Chilworth House Upper School
2011 – 2013

Theale Green
2008 – 2011

References

References are available upon request.