Jackson Murphy

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Experienced IT professional with a strong background in technical support, system administration, and network infrastructure. Over six years of hands-on experience in IT support roles across various industries, including healthcare, technology services, and enterprise environments. Adept at troubleshooting complex technical issues, managing IT projects, and providing excellent customer service. Proficient in a range of technologies, including Windows Server, Active Directory, Citrix, and cloud solutions like Azure AD. Entrepreneurial mindset with a passion for technology, demonstrated through self-employment initiatives and continuous learning. Recognised for strong problem-solving skills, adaptability, and effective communication with clients and stakeholders.

Key Strengths and Skills:

- Sound knowledge of computer hardware - build computers and stay updated with the hard- ware market, constant learning about emerging technologies through press and forums.

- Strong research and investigation abilities - research out of interest, passion or need to know, and enjoy creating documents related to findings

- Passionate about technology - have used and tinkered with technology since childhood.

- Proficient at troubleshooting - using error codes, general knowledge and past experience

- Excellent time management skills

- Lateral thinker - use logic and address situations from different angles

- Good communication skills and working with clientele - receive positive feedback

Employment History

HP Enterprises

May 2024 – Feb 2025 (Contract)

A global enterprise service provider

Responsibilities:

- 24/7 fast paced support. Shifts were night or day for 12 hours.

- Regular training for maintaining and on-boarding new clients with new technologies. For example, had to learn Kubernetes for a new client.

- Promptly responding to a wide range of communications across Teams, Email, Phone, Softphone, Slack & Sharepoint.

Tech Stack: M365, OpsRamp, ServiceNow, Citrix, Teams, Vmware, CheckMK, Powershell, Linux, Cisco, HP Aruba.

IT Support officer | RSL LifeCare

Jan 2022 – Jan 2024
A non-profit nation wide aged care provider.

Responsibilities:

- Regular onsite visits to multiple facilities. Often to handle tickets or perform maintenance / upgrades.

- Project work including rollouts and planning of new devices and software. I was heavily involved with the forced MFA rollout.

- High involvement in company meetings, regularly made contributions to discussion.

Key Accomplishments:

Primary on-site IT Support for Newcastle and the Hunter region, including additional sites such as Ballina and Kandos

Tech Stack: M365, Azure, ServiceNow, Citrix, Mitel, Teams

Support Engineer | Nettko

Jan 2021 – July 2021 (Contract)

A small, local Managed Service Provider (MSP)

Responsibilities:

- Going out to client sites often and doing on-site support. Had to display good communication skills and talk to a variety of people to ensure nothing was missed on these visits.

- Powershell usage and creation of multiple scripts that included AzureAD, local applications and computer management.

- Manage tickets, producing solutions within SLA.

- Building and maintaining hardware. This included both software and hardware.

Tech Stack: AzureAD, ConnectWise, Teams PBX, M365

State Wide Service Desk - eHealth

July 2019 – Jan 2021 (Contract)

Responsibilities:

- First line live calls, efficiently solve IT problems & enquiries, correctly triage as required

- Successfully implement use of the Ticket Tool amongst management and co-workers

- Gained further experience with Active Directory, MS Exchange, Windows 10, Citrix and typing documentation

- Used ServiceNow ticketing system

Key Accomplishments:

- Conceptualised and developed the Ticket Tool, an information prompting application, which formats the information for use in the body of tickets and also auto completes details about supported clients. Coded in Visual basic.

Tech Stack: ServiceNow, AWS, Citrix, M365, Powershell **Level 1 Help Desk Engineer -**

Forsythes

Sep 2018 – Feb 2019

Responsibilities:

- Received phone calls. Logged, categorised and solved support tickets

- Experience in Citrix remote monitoring and management

- Conversed with clients face to face when they came to the office.

- Worked within a team environment of technicians and sales departments. Communication between the two groups was important and I made efforts to bridge any gaps.

- Used ConnectWise Manage ticketing system

Tech Stack: Sharepoint, Active Directory, ConnectWise, Mitel, Citrix

Self-Employment

TruLAN is a registered business I started in early 2024. It has seen mild success. See the website trulan.net for some details

Personal Projects

Homelab / Home server

I manage, update and add on to a personal home server for both a learning experience and practicality. I utilize Linux and a collection of Raspberry Pi devices. Here is a list of some services I run, manage and maintain on my home servers.

- DNS
  - Including caching, blocking and redirection.
- VPN
  - Used mainly for remote management of the servers
- Media Server
  - Personal Netflix, contains DVD and Blu-ray collection along with some more obscure media.
- Game servers
  - Minecraft is the most popular one
- Cloud Storage

Retro-PC

As a fun project I have a Windows 7 PC decked out with software and hardware from the era. I use it to explore older software that has quirks and interesting ideas that never

caught on. Good for old games and the technical challenges of running a system that has no support whatsoever anymore.

Arcade Machine

I have a custom built arcade machine that I tinker with.

Device Repairs

I enjoy repairing used devices, namely smartphones. I recently replaced a charging port on an old smartphone of mine using spare parts found online. I regularly help friends with technology repairs and upgrades too.

Software development

I create short video games. The most notable being a game called Skog, a collaborative effort with some friends. I did all the programming.

Video Editing and Production

I make small online videos for entertainment or educational purposes.

Education

Hunter TAFE, Glendale, NSW

• Diploma in Information Technology Networking ICT50415

Community Involvement

• Immersion Program Vietnam (2014).

- volunteer work including assisting with the building of facilities for a village

• Scouts (2008 - 2012)

- undertook leadership course, attended Jamboree, and partook in various volunteer programs

Referee's available upon request