

David Knight

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Summary

IT Support Technician | Windows & Apple Specialist | Solutions-Oriented with a Customer-Centric Approach.

With over 30 years of experience in IT support and service roles, I bring a unique blend of technical expertise, customer service dedication, and leadership skills. I am known for my ability to tackle complex IT challenges and lead initiatives that drive impactful change, adhering closely to ITIL standards and best practices.

My strengths lie in troubleshooting technical issues across diverse software and hardware platforms, quickly diagnosing problems, and implementing practical solutions. My approach combines analytical thinking with a commitment to customer satisfaction, ensuring all interactions are professional, efficient, and respectful. I strive to make each customer feel valued by prioritising their needs and delivering tailored solutions.

My written and verbal communication skills support adequate documentation and precise customer interactions, contributing to a collaborative, team-oriented environment. I am highly organised, detail-oriented, and skilled in managing multiple tasks without compromising quality or attention to detail.

In every role, I apply my technical acumen and problem-solving abilities with empathy and patience, supporting clients through challenging issues and creating a positive customer experience. I am dedicated to personal responsibility and continuous improvement, continually seeking ways to enhance my skills and adapt to evolving IT landscapes.

Experience

IT SUPPORT | 03/2025– 5/2025

Harding Retail- Bristol, United Kingdom

- Provided 1st Line Support, including VIP and White Glove Support, ensuring a high standard of service for executive and priority users.
- Managed Windows and macOS image building, streamlining deployment processes and ensuring device consistency.
- Facilitated hardware and software upgrades, ensuring seamless transitions, minimising downtime and maintaining operational efficiency.

IT SUPPORT | 08/2024 – 12/2024

University of Bristol - Bristol, United Kingdom

- Diagnosed and resolved complex network problems.
- Supported various vendor OS, including Google Chrome, Microsoft Windows, Apple MacOS, Google G Suite, MS Office 365 and Linux desktop.
- Facilitated smooth hardware and software upgrades, ensuring compatibility and minimal disruption to operations.
- Performed root-cause investigations for malfunctions, identifying solutions and working on implementing resolutions to increase overall efficiency.
- Analysed system logs and identified patterns, pre-emptively addressing potential issues before they escalated.
- Conducted regular system backups, safeguarding critical data against potential loss or corruption.

ADVANCED TECHNICAL CUSTOMER SUPPORT | 04/2024 - 07/2024

Spider Group - Bristol, United Kingdom

- Managed inbound calls and emails, offering solutions for technical problems and enhancing user experience.
- Conducted remote sessions to diagnose and resolve complex technical issues, minimising user downtime.
- Provided technical support and guidance to users, troubleshooting software and hardware issues to ensure satisfaction.

- Monitored client system performance, proactively addressing potential issues before they impacted business operations.
- Maintained detailed records of customer interactions, issues, and resolutions in CRM systems for future reference.
- Configured networks to meet performance requirements.
- Followed user guides and technical manuals to complete skilled repairs.
- Communicated ICT disruptions to staff regarding installations, upgrades and outages.

1ST/2ND LINE SUPPORT IT SUPPORT TECHNICIAN (CONTRACT) | 11/2023 - 02/2024

Bath Spa University - Bath

- Provided technical support for 10,000 students and 1,500 staff members at Bath Spa University, including Windows 11 Systems
- Delivered VIP and white-glove support for computer systems to high-priority users
- Regularly installed the latest ICT antivirus software to keep files safe and secure from security threats.
- Conducted regular system maintenance, including updates and patches, to maintain the integrity of IT infrastructure.
- Managed installation, configuration, and troubleshooting of computer systems and network devices for optimal performance.
- Monitored system security measures, such as firewalls and antivirus software, to protect data integrity.
- Responded to user emails, calls, and live chat regarding technical malfunctions and issues that needed to be fixed remotely.
- Helped users set up new systems, applications and software.
- Kept computer hardware in excellent working condition through regular maintenance and inspections.

1ST/2ND LINE SUPPORT ENGINEER (CONTRACT) | 08/2023 - 11/2023

Vysiion Limited - Corsham

- Analysed system logs and identified patterns to preemptively address underlying technical issues.
- Delivered prompt and accurate feedback to customers when troubleshooting and diagnosing computer issues.
- Followed correct procedures when carrying out computer troubleshooting, fault-finding and giving advice.
- Communicated technical information to non-technical audiences through easy-to-understand instructions, presentations and remote access demonstrations.
- Implemented software updates and patches to maintain optimal network security and performance.
- Assisted in developing and deploying IT policies to comply with regulatory standards and best practices.
- Responded to user emails, calls, and live chat regarding technical malfunctions and issues that needed to be fixed remotely.
- Managed the installation and configuration of computer systems and networks, ensuring seamless integration and minimal disruption.

SERVICE DESK ANALYST (CONTRACT) | 07/2023 - 08/2023

Cabinet Office - Remote Work

- Received, assigned, resolved and escalated tech help desk requests and tickets.
- Reviewed and updated service desk procedures and documentation to reflect best practices.
- Provided first-line support for IT-related queries, swiftly diagnosing and resolving technical issues.
- Implemented and regularly tested IT security systems to safeguard confidential data.
- Utilised various software tools to monitor, analyse, and resolve system faults.
- Collaborated with the IT security team to identify and mitigate potential security threats.

1ST/2ND LINE SUPPORT (CONTRACT) | 05/2023 - 06/2023

RM Group of Education - Bridgewater

- Collaborated with IT team members to develop and implement new support protocols and efficiency improvements.
- Organised and prioritised support tickets according to urgency and impact, ensuring timely resolution of critical issues.
- Communicated effectively with users at all levels, translating technical terminology into easily understandable language.
- Diagnosed and resolved technical problems via telephone, email, and remote access tools, enhancing customer satisfaction.

- Provided first-line technical support to users, resolving software, hardware, and network system issues.
- Helped users set up new systems, applications and software.
- Coordinated with external support services to resolve complex technical problems that required specialised expertise.

IT SUPPORT SPECIALIST (WHITE GLOVE & VIP SUPPORT) | 03/2023 - 04/2023

Soltech IT - Paulton

- Collaborated with external IT service providers to resolve complex technical issues promptly.
- Participated in IT procurement, evaluating products and suppliers to optimise cost-effectiveness and quality.
- Assessed user feedback on IT services and implemented changes to enhance overall satisfaction and performance.
- Provided remote support to users working from home or other locations, ensuring continuity of IT services.
- Asked customers targeted questions throughout troubleshooting to determine innovative solutions.
- Collaborated with cross-functional teams to develop and implement IT solutions that met business needs and performance goals.
- Offered recommendations for system improvements and upgrades to support evolving business requirements and technology advancements.
- Trained staff on using new technologies and software, enhancing team capabilities and improving workflow efficiency.

APPLICATION SUPPORT SPECIALIST | 09/2022 - 03/2023

Babcock - Keynsham

- Managed user access rights, safeguarding sensitive information whilst ensuring necessary accessibility.
- Analysed and resolved software application issues, improving system performance and user satisfaction.
- Performed thorough testing of applications pre-deployment, guaranteeing robustness and reliability.
- Documented all technical procedures and user guides, facilitating quicker issue resolution.
- Reviewed and updated application support documentation, keeping information current and accessible.
- Worked closely with IT security to implement application safeguards, protecting against cyber threats.
- Monitored security alerts and implemented measures to protect against vulnerabilities, safeguarding company and customer data.
- Provided technical support and troubleshooting for application issues, enhancing user satisfaction and productivity.
- Instructed teams on ICT safety and security policies.
- Troubleshoot complex application issues, restoring functionality and minimising impact on users.

SUPPORT TECHNICIAN | 03/2022 - 08/2022

Fleetcor - Swindon

- Provided white glove and technical support to stakeholders at all levels for Fleetcor, a global provider
- Supported 250 users at the Swindon HUB with MS Office, Exchange, Active Directory, and Windows 10
- Coordinated IT asset management, including inventory tracking and lifecycle management for hardware and software.
- Installed and set up applications for clients, including antivirus software and Microsoft Office.
- Provided clear and concise step-by-step technical support to guide clients.
- Asked customers targeted questions throughout troubleshooting to determine innovative solutions.
- Offered recommendations for system improvements and upgrades to support evolving business requirements and technology advancements.
- Provided comprehensive support for hardware, software, and network problems, significantly reducing resolution times and boosting productivity.
- Collaborated with cross-functional teams to develop and implement IT solutions that met business needs and performance goals.
- Logged and completed reports to submit technical details to management.

2ND LINE SUPPORT ENGINEER (CONTRACT) | 01/2022 - 01/2022

Hemmersbach - Malmesbury

2ND LINE SUPPORT ENGINEER (CONTRACT) | 01/2021 - 10/2021

Intellectual Property Office - Newport

DESKTOP SUPPORT SPECIALIST (CONTRACT) | 10/2019 - 12/2019

Arval BNP Paribas Group - Swindon

GOOGLE TO MICROSOFT 365 MIGRATION DESKTOP TECHNICIAN (CONTRACT) | 03/2019 - 05/2019

Dr Martens, Airwair International Ltd - Remote Work

DESKTOP SUPPORT ENGINEER | 03/2019 - 05/2019

Bell Technology/Nationwide - Swindon

CONTRACTOR | 01/2019 - 02/2019

Hemmersbach - Malmesbury

CONTRACTOR | 10/2018 - 01/2019

Graphcore - Bristol

IT SUPPORT OFFICER (PERMANENT) | 08/2008 - 10/2018

University of Bristol - Bristol, United Kingdom

IT FIELD TECHNICIAN | 01/2001 - 07/2008

Andrews and Partners - Keynsham

DESKTOP HELPDESK TECHNICIAN | 01/1996 - 07/2001

Fujitsu - Yeovilton & Bath

Professional Development

- Apple Certified Associate Mac Integration 10.12
- Microsoft Certified Professional
- Microsoft Certified Desktop Support Technician
- Cert Prep: Prince2 Foundation and Practitioner
- Bath Spa University Certificate of Completeness - Fraud Awareness
- Bath Spa University Certificate of Completeness - Stress Awareness
- Bath Spa University Certificate of Completeness - Display Screen
- Bath Spa University Certificate of Completeness - Unconscious Bias
- Bath Spa University Certificate of Completeness - Health and Safety

Skill

- 1st/2nd/3rd Line Support
- Desktop Support Management
- Software/Hardware Installation
- Network & Security Operations
- Incident Management
- Team Building and Leadership
- Service-Level Agreements (SLA)
- Software Implementation
- Project Management
- Risk & Audit Management
- Resource Management
- Client & Vendor Management
- Mac Environment Management
- IT Troubleshooting
- Microsoft InTune
- Microsoft Azure
- Salesforce
- JIRA
- Microsoft SCCM
- Microsoft Exchange
- Active Directory
- Microsoft PowerBI

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- **References.** Available upon request