# JAMES McMEEKING

Loves learning new things, and is passionate about technology and the open-source philosophy in particular. Has been working in the industry for over 9 years and in that time has developed from an apprentice to a systems administrator for the UK's largest medico-legal information provider. Primarily enjoys the fast-pace and challenge that the IT industry brings, but is also driven by a desire to improve the world through technology and make a positive difference to peoples' lives.

## Professional Experience

Sep 2020 – Present

*EIDO Healthcare Ltd — IT Administrator*

Oversight and handling of day-to-day IT operations, along with compliance monitoring, uptime assurance, and incident response. Providing support to both internal staff and stakeholders at healthcare organisations from all over the globe, including the NHS, BMI Healthcare, SEHA, and others.

- Ensure all internal services and endpoints are compliant with security policies and frameworks
- Manage various cloud-hosted services and infrastructure to ensure 99.9% uptime of services
- Provide detailed documentation internally and externally
- Develop policies and procedures to ensure IT best-practices are in place at all times

Jul 2018 – Jul 2020

*Jigsaw Systems Ltd — Professional Services Engineer*

Site work; primarily project work with some support. Installing and configuring hardware and applications for customers of Jigsaw24, and providing technical advice and assistance for both external and internal jobs. Work with a *vast* array of technologies including Ubuntu, CentOS, macOS, Windows Server, Azure, AWS, Jamf, Intune, Cisco, Sonicwall, and more. Regularly develop admin and management workflows for mid-sized estates (500-2,000 client machines), and often work with large (2,000-10,000+ client) sites.

- Install, support, and configure servers, workstations, NAS arrays, mobile devices, etc.
- Technical design and scoping of upcoming projects, and liaising with customers
- Compiling documentation on installations and upgrades for use by the service desk
- Developing automation workflows for onboarding, configuration, management/monitoring, and general admin

Aug 2017 – Jul 2018

*Jigsaw Systems Ltd — Technical Support Supervisor*

Lead member of the 1st line support team providing technical oversight and an escalation point to team members. Provided support for the entire range of Jigsaw24's product catalogue, ranging from iPhones/iPads, to pro-audio solutions from AVID, pro-

video solutions from BlackMagic, and networking, attached storage, and client machines for SMB's, enterprise, and consumer customers alike.

- Training and documentation development
- Workflow design, optimisation, and deployment through company CRM ([Salesforce](#) )
- Direct escalation point for complex, or high-priority issues
- Escalation point for troubleshooting of hardware/software issues

Apr 2015 – Aug 2017

*Jigsaw Systems Ltd — Technical Support Advisor*

Member of the 1st line support team handling and resolving issues from clients ranging from multinational corporations and household names, to members of the public.

- Comprehensive support for the broad and diverse Jigsaw24 product range
- Assess and escalate issues as and when necessary
- Represent the company in all communications

Mar 2014 – Mar 2015

*SASIE Ltd — Systems Administrator (Windows & Linux)*

Initially hired as an IT apprentice to maintain the company website, after a month was made responsible for office IT management and then full systems administration after spearheading an office move from managed-space to a dedicated corporate office building. Managed a small handful of Windows 7 client machines, and built and managed a business-grade PBX using an Ubuntu server and the open-source PBX package [Asterisk](#).

- Responsible for management of website, webmail, and hosting
- Handle patching and backup of client machines and PBX server
- Occasionally sent to customer sites to support installations team with IT issues

FLUENT IN

- Bash & Python
- Linux & macOS Sysadmin
- AWS & O365 Admin
- Jamf/Intune/MDM Admin
- Virtualisation concepts
- Config Management
- CI/CD Concepts
- OpSec/InfoSec
- Network Admin and Security

FAMILIAR WITH

- Windows Server Sysadmin
- Ansible & Puppet
- VMware, HyperV, KVM
- Containerisation (Docker & Podman)
- Xquery

INTERESTED IN

- Automation

- Open Source Solutions
- Mesh Networking
- Distributed Computing
- ML/AI Solutions

## CERTIFICATIONS

- AWS Certified Professional (currently studying)
- Apple Certified Support Professional
- Azure Fundamentals
- Apple Certified Mac Integrations Associate
- Jamf Certified Tech
- Basic DBS Check

## EDUCATION

- Level 3 Apprenticeship in IT and Professional Telecoms
- Nottingham Trent University - Physics (no degree acquired)
- A-levels in Physics, Maths, and Chemistry

## ACHIEVEMENTS

- Acheived Cyber Essential Plus certification within 6 months of starting a new role
- Built a self-hosted website compliant with HIPAA, NIST, and PCI-DSS security standards
- Personally developed and implemented an employee onboarding workflow for a FTSE 250 company
- Built a business-grade PBX from scratch in two weeks using Asterisk

## HOBBIES & INTERESTS

Hobbies are DIY, electronics, and weightlifting. Interests are mixed-martial arts, technology, science, philosophy, and learning.

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