

JAY LYLE

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I have years of hands-on experience as a Service Desk Engineer and I've developed a strong skill set in providing 1st and 2nd line support within busy MSP environments. I specialize in Microsoft technologies and enjoy managing the entire support process, from tackling complex user issues to seeing through major infrastructure projects. I have a solid background in handling both cloud and on-premise migrations and am always looking for ways to improve how things are done through smart automation.

CORE COMPETENCIES & TECHNICAL SKILLS

Category	Technologies
Operating Systems	Windows 7-11, Windows Server (2012-2022), Ubuntu
Directory & Identity	Microsoft Entra ID, Active Directory Domain Services (AD-DS), Group Policy (GPO) Management, Hybrid AD, Exchange Online
Cloud & Productivity	Microsoft 365, Google Workspace
Productivity Suites	Microsoft 365 Apps (Access, Excel, Word, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Slides, Gmail)
Virtualization	VMware vSphere, Microsoft Hyper-V, VirtualBox, Microsoft Azure
Networking	TCP/IP, DNS, DHCP, VLANs, VPNs (Site-to-Site, L2TP), Unifi, TailScale
Automation & Deployment	ImmyBot, Windows Autopilot, Azure Virtual Desktop (AVD), Power Automate
Backup & Recovery	Veeam Backup & Replication, Altaro VM Backup, BackupAssist

PROFESSIONAL EXPERIENCE

Senior Service Desk Engineer | Cutec Ltd (Plymouth, Devon) Aug 2022 – Present

Working as part of the team at a Managed Service Provider, I look after more than 200 different clients. My role involves a mix of providing essential 1st and 2nd line support, managing varied IT infrastructures, and taking the lead on important projects.

Project Lead: Transport Management System Deployment

- I recently led a 10-month project for a large logistics client with multiple sites. The goal was to deploy a new on-premise Hyper-V environment from scratch with help from one of our on-site engineers.
- My responsibilities included architecting the virtual machines for their main application and a dedicated RDS server. I also configured the new Domain Controller from the ground up, setting up Active Directory Domain Services (AD-DS), DNS, and DHCP. This involved creating a new forest, structuring Organizational Units (OUs), and implementing a range of Group Policies (GPOs) for security hardening, software deployment, and printer mapping.
- A key part of the project was establishing reliable connectivity across all their offices. I configured site-to-site VPNs to ensure everyone had secure and straightforward access to the central systems.
- I saw the implementation of the CarLo TMS software through from start to finish, making sure the rollout was smooth and caused minimal disruption to their daily operations.

Infrastructure Migration Specialist

- I've managed and carried out several complex infrastructure migrations. This involved carefully planning and moving clients from their on-premise servers to Microsoft 365, and in some cases, back the other way, always making sure their data was safe and business could carry on as usual.

Technical Support & System Administration

- On a day-to-day basis, I administer and look after complex hybrid setups, which includes managing Entra ID/Active Directory sync, on-premise and cloud-based Exchange Server, and various backup solutions.
- I am responsible for daily Active Directory management, including creating and managing user accounts, security groups, and GPOs, as well as troubleshooting authentication and replication issues.
- I often act as the go-to person for more difficult hardware and software problems, working on everything from Windows PCs, Macs and Linux machines and Windows servers to mobile devices, and I pride myself on resolving issues effectively.

Process Automation & Efficiency

- I've helped make our team more efficient by bringing in modern automation tools. This includes using ImmyBot for proactive maintenance and automated setups for certain clients and Windows Autopilot to get new devices set up for users with minimal manual input.

Mentorship & Team Development

- I enjoy helping our IT apprentices get up to speed. I provide them with guidance on technical best practices and how to approach troubleshooting, which helps build the whole team's confidence and ability.

1st Line IT Technician | ITIM Group Plc (Plymouth, Devon) Mar 2022 - Jul 2022

In this role, I was part of the internal IT team, providing dedicated 1st line support to the company's software developers. My main focus was on resolving technical issues within their VMware vSphere environment and assisting with internal hardware deployments.

- I provided 1st line support to the company's internal software developers through Jira and over the phone.
- My role involved troubleshooting issues within their VMware vSphere cloud environment to support the development team.
- I also lent a hand with internal hardware rollouts, which included configuring and deploying new computers for staff.

PERSONAL PROJECTS & PROFESSIONAL DEVELOPMENT

Home Lab & Personal Projects

- I run my own home lab using both Hyper-V and VMware.
- I've also used Microsoft Azure to build and host a game server on an Ubuntu virtual machine.
- I also have a Synology NAS that I've configured to use as a media server at home
- I successfully bypassed my ISP's double NAT restrictions by utilizing ZeroTier to create a secure P2P virtual network

CERTIFICATIONS & QUALIFICATIONS

- [Microsoft 365 Certified: Fundamentals \(2025\)](#)
- [Google IT Support Professional Certification \(2024\)](#)
- [Google System Administration & IT Infrastructure Services Certification \(2024\)](#)
- [Google Technical Support Fundamentals Certification \(2024\)](#)
- [Google IT Security Certification \(2024\)](#)
- GCSE and Fundamental Skills (C* equivalent) in English, Mathematics & Sciences
- Equality and Diversity Trained (2017)
- City & Guilds Level 2 Diploma in IT Professional Competence (2017) – Distinction grade
- City & Guilds Level 3 Extended Diploma in IT Professional Competence (2017) – Distinction grade
- First Aid at Work Certified (Valid until 2017)
- DBS Checked (Current)