

EDWARD JOHNS

Swansea • 07976002672 • edward.johns409@gmail.com • linkedin.com/in/edward-ian-johns

IT Support Specialist

1st Class BSc (Hons) qualified IT professional with extensive 1st/2nd line experience across MSP and enterprise environments. Proven expertise in Microsoft 365, Entra ID, and network security. Combines deep technical knowledge with the ability to deliver training and coaching, helping teams build confidence in complex systems. Experienced in rapid troubleshooting, virtualisation (KVM/Ubuntu), and streamlining service desk operations via PowerShell automation.

WORK EXPERIENCE

Catapwlt 01/2025 - 08/2026 IT Engineer | Technical Trainer Swansea

- Manage identity and access tasks within Entra ID, overseeing user/group management and resolving complex access issues.
- Deliver technical coaching to colleagues, creating documentation and knowledge articles that reduce repeat ticket volume.
- Administer Linux (KVM/Ubuntu) environments, including VM provisioning, maintenance, and virtualisation management.
- Troubleshoot firewall and LAN/WAN connectivity issues to ensure high availability for end-users.

Pisys.net 04/2024 - 10/2024 IT Support Specialist Swansea

- Enhanced service desk efficiency by writing advanced PowerShell and Bash scripts to streamline routine configuration tasks.
- Collaborated with the projects team to configure and deploy laptops remotely for multiple organizations across South Wales.
- Utilised native Windows tools to diagnose and resolve hardware/software incidents within strict SLAs.

Toast 01/2023 - 02/2024 IT Analyst (2nd Line) Swansea

- Managed patch management and updates for 200+ Client PCs (Windows 10) across three distinct physical locations.
- Deciphered and resolved integration errors between Shopify and NetSuite, ensuring seamless data flow from client sales to warehouse operations.
- Operated autonomously in a hybrid environment, providing consistent support both onsite and remotely.

NHS 10/2022 - 12/2022 Service Desk Analyst (Contract) Tonypandy

Supported a large-scale Active Directory network, managing remote access issues via Citrix and Cisco AnyConnect VPN for healthcare staff.

University of Wales Trinity Saint David 05/2022 - 09/2022 IT Technician (Contract) Swansea

Provided onsite end-user support for hardware/software faults and managed complex account access escalations.

Greenlight Technology Solutions MSP 05/2021 - 07/2022 IT Technician Swansea

- Resolved Tier 1 & 2 issues involving M365 and Active Directory; documented troubleshooting steps to guide clients through resolutions.
- Configured remote access solutions (RDP/VPN) to support client flexible working requirements.

DVSA 01/2020 - 01/2020 Service Desk Technical Analyst

Managed incidents via ServiceNow; created user profiles via Azure/Win 10.

Admiral Group Plc
Systems Engineer

01/2018 - 01/2019

Supported live web cluster infrastructure and Red Hat nodes.

Arvato

01/2018 - 01/2018

Junior Cyber Security Analyst

Analysed LogRhythm alerts and researched cyber-attack vectors.

Epos Systems
IT Practitioner

01/2015 - 07/2015

Installed Windows OS and maintained network infrastructure.

Freelance

01/2007 - 01/2015

Photographic Retouching / Digital Operator

London & Europe

Worked with high-end clients in London & Europe. Developed strong communication skills and managed large-scale data backups.

EDUCATION

BSc (Hons) Computer Networks & Security

Birmingham City University • GPA: 1st Class

Birmingham • 01/2018

CERTIFICATIONS

Security + SY0-701

07/2026

CompTIA

N+ N10-009

03/2026

CompTIA

A+ (220-1001)

02/2021

CompTIA

Linux Essentials

SKILLS

Cloud & Identity: Active Directory (User/Group Management), Entra ID (Azure AD), Exchange Online, Microsoft 365

OS & Virtualisation: Linux (Ubuntu, KVM), MacOS, Windows 10/11, Windows Server

Networking & Security: Cisco AnyConnect VPN, Citrix, Firewalls, LAN/WAN Connectivity, Patch Management

Tools & Scripting: Bash, LogRhythm, NetSuite, PowerShell (Automation), ServiceNow, Shopify