Alexander Charles Pye

2ND LINE IT SUPPORT | DESKTOP SUPPORT ENGINEER

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Professional Profile

IT support professional with over 10 years of experience delivering first- and second-line support across enterprise, corporate and public-sector environments. Skilled in Microsoft 365, Windows 10/11, Active Directory, Entra ID, Intune, device deployment and hardware troubleshooting.

Selected Achievements

- Primary IT contact supporting approximately 200 users at IHG Burton.
- Coordinated a refresh of approximately 300 laptops and 100 docking stations.
- Provisioned laptops and mobile devices using Windows imaging and Intune.

Technical Skills

Microsoft: Windows 10/11, Windows Server, Microsoft 365, Exchange Online, Active Directory, Entra ID, Group Policy, Intune, SCCM.

End-user support: 1st/2nd line troubleshooting, break-fix, imaging, provisioning, printers, mobile devices and MFA.

Networking: TCP/IP, DNS, DHCP, LAN, Wi-Fi, VPN, Hyper-V, VMware and remote desktop.

Service management: ServiceNow, Jira, ManageEngine, incidents, requests, SLAs, documentation and asset management.

Professional Experience

IT Support Technician | Clearcare Solutions Ltd, Stafford

Oct 2025 - Dec 2025

- Provided first-line support for a cloud-based SaaS platform by telephone, email and customer portal.
- Logged, prioritised and investigated incidents; documented cases and escalated complex issues.

Field Support Analyst (Contract) | Global Experience Specialists / NEC

Jan 2024 - Feb 2024

- Delivered on-site and remote support for Windows devices, printers, connectivity and hardware faults.
- Prepared laptops and mobile devices using Windows imaging and Intune.

Professional Experience (continued)

IT Support Technician (Contract) | IHG Hotels (via HCL Technologies)

Jan 2023 - Oct 2023

- Primary IT contact for the Burton office, supporting approximately 200 users.

- Coordinated replacement of around 300 laptops and 100 docking stations, including asset records and secure disposal.

Senior Service Desk Technician (Contract) | Dee Set (via Crimson)

Jan 2022 - Dec 2022

- Supported Windows, Android and iOS devices and administered Active Directory accounts.

- Troubleshot DNS, DHCP, LAN, Wi-Fi and printer issues; maintained asset and mobile device records.

Earlier IT Experience

Service Desk Technician (Contract) - JCB
Nov 2021 - Jan 2022

Software Engineer - Flags Software
Jun 2021 - Nov 2021

Support Engineer - 848.co
Feb 2020 - Jun 2021

Technical Support Engineer - Davies Group Ltd
Nov 2016 - Feb 2020

Technical Support Engineer - Smarterways Ltd
Feb 2016 - Nov 2016

IT Support Technician - Unitemps / GDF Suez Rugeley Power Ltd
Aug 2013 - Feb 2016

Education & Development

BSc (Hons) Computing Science
Staffordshire University, 2014

Practical home lab: Windows Server, Hyper-V, Active Directory, PowerShell, virtualisation and networking. Raspberry Pi, Pi-hole and Docker projects.