

JONATHAN GOLDSON

IT Professional

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PROFESSIONAL SUMMARY

IT professional with 8+ years' experience across small businesses, startups, and global enterprises, spanning end-user support, systems administration, and technical leadership. Comfortable operating across Microsoft 365, Azure AD/Entra ID, Intune, and Linux/Docker environments, with a pragmatic, user-first approach to keeping infrastructure reliable and secure. Experienced at bridging the gap between textbook procedure and the practical, hands-on work needed to keep a business running.

CORE STRENGTHS

- **Pragmatic Troubleshooting:** user-first mindset, focused on reliable fixes that keep the business moving rather than textbook-perfect but slow solutions.
- **Versatile Experience:** equally comfortable scaling support for a small business setup or navigating a global enterprise environment.
- **Process Improvement:** skilled at bridging the gap between documented procedure and the manual work actually required to stay efficient.

TECHNICAL SKILLS

- **Identity & Cloud:** Microsoft 365, Azure AD / Entra ID, Okta, SharePoint, Exchange Online
- **Endpoint & MDM:** Intune, Autopilot, App Deployment, Compliance Policies
- **Infrastructure:** Docker, Linux, Self-Hosting (Nextcloud, Immich, WireGuard)
- **Security:** Cyber Essentials, MFA, SPF/DKIM/DMARC, DNS Hardening
- **Tooling & Process:** PowerShell, Jira Service Desk, ITIL Incident Management

PROFESSIONAL EXPERIENCE

IT Engineer — Ashtons, part of Agentis Health Group

Dec 2025 – Present

- Provide hands-on technical support and infrastructure maintenance for 110+ end users.
- Focus on ensuring technology enables the team to work efficiently, resolving issues as they arise and keeping daily operations running smoothly.

Career Break

Oct 2024 – Dec 2025

- Took time to focus on family, alongside deep-diving into personal technical projects — including building a home lab, mastering Docker, and deploying self-hosted Nextcloud instances (see Personal Projects).

System Administrator III (EMEA) — Centric Software

Apr 2024 – Oct 2024

- Managed the Jira service desk, asset tracking, and device procurement for users across the UK and EMEA.
- Administered the Okta environment, overseeing user provisioning and full lifecycle management.
- Built PowerShell scripts to automate administrative tasks, increasing team productivity.
- Managed device compliance and application deployment via Microsoft Intune across hundreds of devices.

Technical Lead / Systems Administrator — Teladoc Health UK

Jul 2021 – Mar 2024

- Acted as the UK technical implementation lead for enterprise information systems supporting 150+ employees.
- Administered Azure AD, Microsoft 365, SharePoint, Exchange, and Intune across the UK estate.
- Led security hardening processes that helped the organisation achieve Cyber Essentials certification.
- Served as the escalation point for complex technical faults, collaborating with global teams and resolving issues within SLAs.

2nd Line IT Support Engineer — MetLife

May 2020 – Jul 2021

- Provided remote and desk-side support for UK and EMEA associates, handling hundreds of 2nd Line tickets per month.
- Managed full laptop and desktop hardware lifecycles, from initial build through to deployment.
- Managed incident lifecycles using ITIL principles, maintaining resolution rates within SLA.

EDUCATION

IT Systems & Support Apprenticeship — Work-based training

BTEC Level 3 — IT Systems & Administration

BTEC Level 2 — IT Systems & Administration

PERSONAL PROJECTS

- **M365 & Email Infrastructure Setup (Tomary Projects Ltd):** Architected the Microsoft 365 tenant for a small business, managing the full setup including custom domain integration and DNS record hardening (SPF, DKIM, and DMARC) to guarantee secure, reliable email deliverability. Also handled device enrolment and implemented MFA and MDM on work devices.
- **Personal Self-Hosted Ecosystem:** Deployed Nextcloud (files & documents), Immich (photos & videos), and a WireGuard VPN using Docker, with a focus on personal data sovereignty and privacy.
- **Practice Labs:** Actively updating, patching, modifying, and upgrading personal self-hosted tech stacks to test new platforms and continually build hands-on skills.