

## Joshua Maguire

IT Support Technician

07801935958

Belfast, Northern Ireland

### Professional Summary

First Class BSc (Hons) Computing Technologies graduate and IT Support Technician with strong experience across 1st and 2nd line support, web hosting, domains, DNS, and client-facing technical support. Currently supporting a large hosted website estate in a fast-paced commercial environment. Reliable, detail-oriented, and confident supporting non-technical users while resolving complex technical issues.

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### Professional Experience

#### Website IT Support Technician

##### Flagship Media Group Ltd – Belfast

*July 2025 – Present*

- Provide technical support for a large portfolio of hosted websites, domains, and email services.
  - Support clients with WordPress, hosting environments, and control panels including WHM / cPanel.
  - Set newly designed websites live, including domain configuration and DNS changes.
  - Diagnose and resolve website, hosting, email, and connectivity issues on both client-side and server-side.
  - Manage domain name and email transfers and provide ongoing technical assistance.
  - Support client PC and mobile device issues
  - Communicate technical issues clearly to non-technical clients, maintaining a high level of customer satisfaction.
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#### IT Analyst / IT Assist (2nd Line Support – Placement Year)

##### Northern Ireland Civil Service – IT Assist

*September 2023 – August 2024*

- Provided 2nd line IT support across a large public-sector environment.
  - Managed and resolved support tickets using an Incident Management System, ensuring timely resolution and escalation where required.
  - Supported user account management and security policies using Active Directory.
  - Diagnosed and resolved software and hardware issues, minimising disruption to end users.
  - Worked collaboratively with multiple IT teams to resolve large-scale technical incidents.
  - Developed strong communication and documentation skills through direct user support.
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#### Retail Sales Associate

##### Kukoon Rugs

*October 2024 – June 2025*

- Delivered high-quality customer service in a fast-paced retail environment.
- Processed online and in-store orders using Shopify.
- Used Power BI to monitor incoming stock and support customer enquiries.
- Assisted with stock management and day-to-day store operations.

## **Core Skills**

- IT Support & Troubleshooting (1st / 2nd Line)
  - Website Hosting & Deployment
  - DNS, Domains & Email Configuration
  - WHM / cPanel
  - WordPress Support
  - Active Directory (User & Account Management)
  - Windows & macOS Support
  - Remote Support Tools
  - Customer-Facing Technical Support
  - Incident & Ticket Management
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## **Education**

### **BSc (Hons) Computing Technologies – First Class Honours**

#### **Ulster University, Belfast**

**2021 – 2025**

- Strong grounding in IT systems, networking fundamentals, software development, and web technologies.

#### **A-Levels**

#### **Shimna Integrated College**

**2019 – 2021**

- Digital Technology (A)
- Religious Studies (B)
- BTEC Sport Studies (Distinction)

#### **GCSEs**

#### **Shimna Integrated College**

**2014 – 2019**

- 9 GCSEs including Mathematics (B), English (B), Digital Technology (B)
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## **Technical Knowledge**

- Operating Systems: Windows, macOS
  - Web Technologies: HTML, CSS, JavaScript, WordPress
  - Programming: Proficient in Python, C#, JavaScript, and TypeScript with experience in full-stack development.
  - Databases: SQL, MongoDB, Firebase
  - Tools: Power BI, Shopify, Microsoft 365, Google Workspace
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## **Additional Information**

- Excellent communication skills developed through technical and customer-facing roles.
  - Strong time management and ability to juggle multiple support tickets and priorities.
  - Built and maintain my own high-spec PC, with a strong interest in technology and systems.
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**References available on request.**