

Joshua Maguire

IT Support Technician

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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.

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.