

Alfie
Hine

Level 1 IT Support
Technician

at Bucklers Mead
Academy, Yeovil

Alfie Hine

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Personal Profile

IT Support Technician with hands-on experience in desktop support, school infrastructure, and server virtualisation. Day-to-day, I handle everything from ticket queues and device management with Jamf Pro to running Proxmox and Docker in my homelab. I focus on explaining technical issues simply to non-technical staff and keeping systems running smoothly. Looking for an Infrastructure or Support role where I can keep solving real problems and expanding my technical stack.

Summary of Qualifications

Microsoft Azure Fundamentals (AZ-900)	14th Sept 2026
BTEC National Extended Diploma in Information Technology Level 3	Grade D* D* D
GCSE Mathematics	Grade 7
GCSE English Language	Grade 5
GCSE English Literature	Grade 6
GCSE Computer Science	Grade 7
GCSE Business	Grade 6
BTEC Information Technology	D2*

Experience

Work Experience

Level 1 IT Support Technician | Bucklers Mead Academy, Yeovil – Oct 2024 – Present

- Provide day-to-day IT infrastructure support and hardware repairs across the school, managing ticket triage and resolving user issues efficiently for staff and students.

- Oversee macOS endpoint management using **Jamf Pro MDM**, including factory resetting classroom iMac suites, rebuilding enrollment policies, and deploying configurations.
- Perform physical network cabinet maintenance, re-cabling switches, and supporting VLAN configurations and wireless access via **Ruckus vSZ**.
- Automate routine **Google Workspace** administration tasks to streamline user management and administrative workflows.

IT Placement Student | Somerset County Council — 6 week placement

- Co-developed an AI-driven HR chatbot, automating response times and cutting operational costs; the successful pilot led to an organization-wide rollout across the council.

Key Technical Projects

Proxmox VE & Docker Self-Hosted Homelab | Systems & Virtualisation

- Deployed a self-hosted hypervisor using **Proxmox VE** and **Docker** / LXC containers on Linux (Debian/Ubuntu) to practice enterprise virtualisation and service management.
- Configured **ZFS storage pools**, Nginx reverse proxies, Cloudflare tunnels, and automated SSL certificate renewals to securely host personal applications.

iMac Suite Modernisation & Switch Cleanup | macOS Management & Networking

- Factory-reset and re-commissioned 16 classroom iMacs, rebuilding clean enrolment policies and configuration profiles in **Jamf Pro MDM**.
- Completely re-cabled the network switch cabinet to improve cable organization, port tracing, and airflow.
- Verified network routing and **VLAN configurations** across access switches and **Ruckus vSZ** wireless controller.
- Automated repetitive setup routines using **Bash** scripts to reduce deployment time.

Additional Achievements & Interests

Self-Hosted Proxmox Homelab: Designed and maintained an active home server running Proxmox VE, Linux (Debian/Ubuntu), and Docker/LXC containers. Used as an ongoing sandbox to practice enterprise virtualisation, ZFS storage management, Nginx reverse proxies, and self-hosted networking.

29km Dartmoor Overnight Expedition: Planned and completed a self-supported 29km overnight navigation trek across rugged, open moorland, demonstrating strong route planning, physical endurance, team coordination, and composure under pressure.

Referees

Anthony Collins - Level 2 IT Technician - Bucklers Mead Academy - anthony.collins@bucklersmead.mnsp.org.uk
 Alex Bliss - Somerset Council - Alex.Bliss@somerset.gov.uk