CURRICULUM VITAE

TYLER PHILIP JEMSON

Automation Officer at JT · Jersey, Channel Islands

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Profile

I'm an Automation Officer at JT, having joined in October 2026. IT Engineer with a Level 3 qualification in Software Engineering and experience across managed services since 2022. My work spans public sector support at Civica, service desk and infrastructure engineering at C5 Alliance, and automation for deployments and account provisioning.

Employment

Automation Officer

October 2026 – Present

JT

I'm an Automation Officer at JT, having joined in October 2026.

IT Engineer

February 2026 – October 2026

C5 Alliance — Jersey

Promoted into an engineering role, taking on greater responsibility for infrastructure work and complex project delivery across client environments.

- Built and self-hosted a PowerShell Knowledge Base (ps.lyvvy.xyz) — readily available for the team as a reference for development and script storage
- Developed a purpose-built NetDocuments update deployment tool using PowerShell and Task Scheduler, eliminating manual admin intervention and shared local admin credentials
- Expanded home lab to a multi-server environment with Intune-connected test machines mirroring work baselines for safe deployment development
- Achieved MD-102, HPE ProLiant Foundation, and Sophos Firewall Certified Engineer v22.0 certifications

AppUpdater NetDocuments Tool PowerShell KB Multi-Server Home Lab

Senior Service Desk Analyst

March 2023 – February 2026

C5 Alliance — Jersey

Joined supporting public sector clients. Within less than a year, promoted from junior to senior — reflecting contribution and breadth of responsibility taken on.

- Streamlined ticket triage processes to reduce response times across the service desk
- Mentored junior colleagues to build team capability and technical confidence
- Earned Microsoft AZ-900 certification

- Supported on-premises, hybrid, and cloud environments for public sector clients

Ticket Triage Redesign

Service Desk Analyst

May 2022 – February 2023

Civica — Public Sector

Supported on-premises clients including police departments and transport divisions. Built a strong technical foundation and introduced PowerShell automation.

- Introduced PowerShell automation for account creation with departmentalised group assignments — adopted company-wide
- Automated the full starter process: form submission, XML storage, scripted account creation with departmental groups, and a check-out review process before activation
- Supported critical public sector infrastructure including police and transport systems

Starter Account Pipeline

General Marketing Administrator

October 2021 – March 2022

Host & Stay — Kickstart Scheme

Data entry using Excel and website APIs. Day-to-day support for office computing issues, developing troubleshooting and hardware knowledge.

- Managed data workflows using Excel and external APIs
- Provided informal IT support for the office

Call Centre Advisor

October 2019 – September 2020

Jersey Telecoms

Customer support for networking issues, diagnosing and resolving software problems while supporting customers through to satisfactory outcomes.

- Diagnosed networking and software issues for customers
- Developed strong communication skills with non-technical users

Junior Office Assistant

July 2017 – September 2019

BCR Law — Jersey

First professional role at a law firm. Court document deliveries, reception duties, and client enquiries. Learned to manage time and complete work accurately on schedule.

- Managed court document logistics and reception
- Developed organisational skills and professional communication

Selected projects

AppUpdater

Creates Intune packages, detection scripts and update tasks from Windows installers.

Multi-Server Home Lab

Three Proxmox servers for testing deployments, Intune policies and monitoring.

Relay

A self-hosted launcher and dashboard for isolated coding projects, persistent memory and context-cost reporting.

Skills

Endpoint & Cloud

- Intune & Device Management
- Microsoft 365 & Azure

Automation & Scripting

- PowerShell & CMD
- Scripting & Development

Infrastructure & Security

- Windows Administration
- Networking & Security
- Linux & Virtualisation

Service Delivery

- Troubleshooting & Service Delivery
- Process Improvement & Mentoring

Certifications

- Microsoft · Endpoint Administrator (MD-102) — 2026
- Microsoft · Azure Fundamentals (AZ-900) — 2024
- HPE · ProLiant Foundation (HPE) — 2026
- Sophos · Firewall Engineer · v22.0 (ET80) — 2026
- Sophos · Firewall Architect · v21.5 (AT80) — 2026

Education

Middlesbrough College

Level 3 Diploma in Software Engineering — Double Distinction with Merit. Functional Skills Level 2 English.

Redcar Academy

GCSEs including Mathematics, English Literature, and English Language.

Interests & references

Home lab infrastructure, personal coding projects, and creating music and video. References available on request.