

Arthur Coady

Northallerton

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Hello. I am currently a Technology Support Engineer with a Foundation Diploma in Application Development and hands-on experience applying ITIL 4 principles in daily operations. Skilled in incident and request management, change management, and risk assessment to ensure minimal business impact.

I am skilled in hardware and software installation, configuration, and troubleshooting across diverse environments. Certified in software licensing compliance for major platforms, including Adobe and Microsoft.

Willing to relocate: Anywhere

Personal Details

Eligible to work in the UK: Yes

Work Experience

Technology Support Engineer

NORTH YORKSHIRE COUNTY COUNCIL - Northallerton

May 2023 to Present

As a Technology Support Engineer, I troubleshoot, install, and test a wide range of hardware and software solutions, ensuring optimal performance and reliability. I apply Service Level Agreements (SLAs) within incident and request management to deliver exceptional customer service and maintain operational efficiency. Working in this dynamic environment has sharpened my problem-solving skills, enabling me to resolve complex issues under pressure while minimizing downtime for end users.

Service Desk Analyst

NORTH YORKSHIRE COUNTY COUNCIL - Northallerton

May 2022 to November 2023

Working on the Service Desk enhanced my customer service skills and strengthened my ability to analyse and resolve technical issues under pressure within tight timeframes. I gained practical experience applying ITIL 4 best practices and developed a solid understanding of GDPR compliance essentials, ensuring secure and efficient handling of user data.

Trading Assistant

Sainsbury's - Northallerton

September 2021 to December 2022

This has given me experience in a retail environment. Due to working within retail I also am familiar with distribution environments and am familiar with the processes. I spent a lot of time dealing with Warehousing environments.

This Role built up my customer service experience and better my team building skills as we were required to coordinate through the store to get jobs done.

Education

Diploma of higher education in Application Development - Grade MM

Darlington College

September 2021

GCSE or equivalent in Mathematics - Grade 4

Darlington College

September 2020

GCSE or equivalent in English Language - Grade 4

Darlington College

September 2020

Extended Certificate in Information and Creative Technology - Merit

Darlington College

September 2019

GCSE or equivalent in Information and Communications Technology - Grade B

Darlington College

September 2018

LISA Certification in Microsoft Licensing Advanced

North Yorkshire Council

February 2026

This is a specialized training course for IT professionals, covering the fundamentals and complexities of licensing Microsoft software and services, including cloud, SQL High Availability, and more.

LISA Certification in ISO 27001 Essentials

North Yorkshire Council

February 2026

ISO 27001 is the international standard for Information Security Management Systems (ISMS), providing a risk-based framework to protect data confidentiality, integrity, and availability.

LISA Certification in NIS-2 Essentials

North Yorkshire Council

February 2026

This is a cybersecurity framework, designed to strengthen, harmonize, and expand security requirements for critical infrastructure across member states. It significantly increases the scope of covered entities, introduces strict management liability, and mandates enhanced reporting.

LISA Certification in PITAM (Practical IT Asset Manager)

North Yorkshire Council

October 2025

A comprehensive, exam-based program designed to train IT professionals in managing IT assets throughout their lifecycle. The certification includes Foundation, Practitioner, and Advanced levels, focusing on building practical, actionable ITAM practices.

LISA Certification in Adobe Essentials

North Yorkshire Council

October 2025

Skills

- IT Governance
- Risk Management
- IT Asset Management
- Microsoft Azure
- Information Security
- Computer System Analysis
- Cyber Security
- Computer Maintenance
- Software Maintenance
- Hardware Maintenance

- Hardware Installation
- Portfolio Development
- Web Development
- Computer Repair
- Computer Programming
- Customer Service
- Problem Solving
- Team Member
- Customer service
- SQL
- Business analysis
- Analytics

Languages

- English - Fluent

Certifications and Licenses

ICT (Information and Communication Technology)

August 2019 to Present

I achieved a level 7 within ICT which is equivalent to a B. we designed and created a website themed around a water park. This included creating a fully functioning website whilst also creating solutions for security in the event it was to get attacked. It also required basic coding and cataloguing what we had done.

Level 2 Computing

August 2020 to Present

Mobile App Development

The second unit was to create a CV based application on a mobile device for potential Employers. This has My Qualifications, Hobbies and general information about myself that might be relevant too the potential employer.

Digital Portfolio

We created another Website based on creating a personal CV. Instead of using HTML this time we used a content management system (CMS). this included Wix etc.

Website Development

The first Unit of my college course was to design a Website for a Historic House Company. We use a software called Dreamweaver to code A Website using HTML and CSS. The finished product included interactive media such as google maps, forms and videos.

Foundation diploma in Application Development

September 2021 to Present

This Diploma covered a range of application software-based subjects such as:

- SQL
- Website development
- Data analysis and design
- Business computing
- Product development
- Application design
- Global information
- Fundamentals of IT

I have experience in these fields as this is what the diploma covered.

Additional Information

My experience at North Yorkshire Council has significantly enhanced my technical skills and deepened my understanding of IT operations. Throughout my roles, I have developed expertise across multiple areas of IT and remain committed to advancing my knowledge further.

I am highly motivated to learn, adapt, and acquire new skills, continuously seeking opportunities to broaden my technical capabilities and explore emerging technologies.