

Jonathan (Jon) Tucker MCSE

Experienced IT Consultant | Infrastructure Specialist | Remote Systems Support

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Recently made available following the closure of my long-standing consultancy business, due to a decline in health (COPD, DNR in place).

Acted as the key man for multiple SMEs — managing domains, servers, email systems, and business-critical infrastructure.

With over 43 years of IT experience, I offer deep knowledge in infrastructure, systems administration, and remote user support.

Now seeking remote-only roles where I can continue delivering dependable expertise without the need for travel or in-person work.

Core Strengths

- Domain & DNS Management | Email Infrastructure (SPF, DKIM, etc.)
- Remote Server/Desktop Maintenance | Linux & Windows Environments
- SQL & MySQL Admin | Client-Facing Technical Support
- Tech Mentoring | System Troubleshooting | Process Documentation

Career History

IT Support Consultant - 1st Line Support

Jan 2006 – Mar 2025

- Delivered remote-first IT services to clients in construction, property, and manufacturing
- Managed a variety of infrastructures: Windows/Linux servers, SQL databases, email systems, websites
- Built internal support platforms and bespoke web applications
- Replaced Microsoft servers with cost-effective Linux alternatives
- Reduced client dependencies through remote training and support process refinement

Information Technologist – Wessex Business Computers

May 2003 – Jan 2006

- Provided IT support, system sales, installations, and maintenance
- Delivered bespoke web development and database solutions (PHP, MySQL, Java, Access, SQL Server)
- Designed and implemented network infrastructure including WLAN, Bluetooth, GPRS
- Worked with key tech partners: Microsoft, Cisco, Linksys, VMware, Veritas

Installer – Siemens (VOSA Project) (Contract)

Feb 2005 – May 2005

- Helped deliver the nationwide rollout of VOSA MOT computerised testing system

- Maintained rollout timelines and quality during critical implementation phase

Installer – IBM (Safeway EPOS Deployment) (Contract)

Feb 2005

- Installed IBM EPOS systems at Ringwood Safeways as part of broader upgrade project

Senior Technical Support Specialist – Business Technology Partners Ltd

Jun 2002 – Mar 2003

- Led the improvement of IT infrastructure for multiple business units
- Defined support SLAs and liaised with business stakeholders
- Managed project delivery, technical teams, and strategic system planning

Senior Technical Consultant – Red International (UK) Ltd

Jul 1996 – May 2002

- Delivered technical consultancy to client sites worldwide, including site visits
- Led installation and deployment of new tech solutions
- Advised on emerging technologies and their business value

Lotus Notes Consultant / Computer Engineer – Silversands Computers

Aug 1996 – May 1997

- Maintained and administered Lotus Notes Servers
- Contributed to banking infrastructure projects, Exchange/SQL deployments
- Provided hands-on fault diagnosis and internal system support

Education & Certifications

- SNC & HNC in Computer Data Processing – Falkirk College of Technology - 1982
- Microsoft Certified Systems Engineer (NT4) - 1999
- Microsoft Certified Professional - 2000
- Advanced SQL / Database Programming - 1988
- Various in-house & external technical training programmes

Technical Summary

Operating Systems: Windows, Linux, macOS, IOS, Android

Networks: TCP/IP, VPN, Firewalls, Wireless, Cisco, Netgear, ASUS, Belkin, Zyxel

Hardware: Full spectrum of desktop/server platforms, mobile devices, peripherals

Virtualisation: VMWare, Hyper-V, VirtualBox, Xen

Applications & Tools: AI, MS Exchange, IIS, SQL, Sybase, Citrix, Sage, Lotus Notes/Domino, Terra, Coral, Data Recovery, Backup Management

Languages: PHP, MySQL, ASP, Visual Basic, HTML, CSS, Java

Security: DNS, Email Auth (SPF, DKIM), Firewalls, TryHackMe rank < 1000