

JOSE MARIE COTEJO

Wollongong, NSW

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PROFESSIONAL SUMMARY

IT Support Specialist with over 3 years' experience delivering Level 1 and Level 2 technical support across commercial, government, education, and media environments. Strong hands-on experience supporting Windows 10/11, Active Directory, Microsoft 365, device deployment, and AV systems. Known for clear communication, strong documentation, and the ability to prioritise and resolve issues efficiently in fast-paced business environments. Seeking for new opportunities

TECHNICAL SKILLS

- IT Support & Service Desk: Level 1 & Level 2 support, ticket management, SLA compliance, incident escalation
- Systems & Infrastructure: Windows Server 2019, Windows 10 & 11, Active Directory, Microsoft 365, VMware vSphere (basic), Linux (basic)
- Deployment & Configuration: Intune, Windows imaging, SCCM/PXE (working knowledge)
- Networking & Security: Network switches, VLAN concepts, VPNs, TCP/IP troubleshooting, MFA
- Audio Visual & Hardware: Boardroom AV systems, monitors, TVs, sound systems, screen sharing
- Documentation & Communication: Technical documentation, stakeholder communication

PROFESSIONAL EXPERIENCE

Technology Services Support Officer (Contract) – NSW State Emergency Service | Sep 2025 – Oct 2025

- Provided Level 1 and Level 2 IT support to operational and office staff
- Deployed and managed Windows devices using Intune
- Configured device policies, applications, and access controls
- Resolved hardware, software, and connectivity issues via Service Desk
- Supported onboarding, device replacements, and asset tracking

System Support Technician – WIN Television | Dec 2022 – Mar 2025

- Delivered Level 1 and Level 2 support across Windows environments
- Supported Microsoft 365 and Active Directory

- Assisted with Windows Server administration
- Supported AV systems and authored technical documentation

Trainee IT Support Officer – TAFE NSW | Jan 2022 – Nov 2022

- Provided frontline IT support to staff and students
- Supported classroom technology and AV systems
- Managed ServiceNow tickets and SLA compliance

Freelance IT Support & Web Development – NSW | Apr 2025 – Present

- Provided Level 1 & 2 IT support including Windows system setup, troubleshooting, and user assistance
- Assisted clients with device configuration, software installation, and basic networking issues
- Delivered clear technical guidance and documentation to non-technical users

EDUCATION & CERTIFICATIONS

- Diploma of Information Technology – TAFE NSW (2023)
- Certificate IV in IT System Administration – TAFE NSW (2022)
- Certificate III in IT Networking – TAFE NSW (2019)
- Microsoft Azure Fundamentals (AZ-900)
- Aviatrix Multi-Cloud Network Associate
- Introduction to Linux – TAFE NSW