Tao Huie-Miles

IT support engineer · Microsoft 365, networks and security at an MSP

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Enhanced DBS held: can start with no clearance delay

Open to hybrid roles in Kent and London

PROFILE

IT support engineer at a Kent MSP looking after 370+ client businesses. Day to day I handle Microsoft 365, Entra ID and Intune issues, firewall and switch faults and security alerts, and I work alongside the senior engineers on the bigger outages. Before that I spent two years as the network technician at a two-site grammar school.

I like working out *why* something broke and fixing it so it stays fixed. Looking for a second-line role with hands-on infrastructure work.

SKILLS

Desktop & support	Windows 10/11 · macOS · iOS/iPadOS · remote and on-site support · ConnectWise · Freshdesk
Microsoft 365 & identity	Exchange Online · SharePoint · Teams · Entra ID · Conditional Access · Active Directory · Group Policy · Intune · Autopilot · Google Workspace
Networking	SonicWall · FortiGate · Sophos · Cisco · Aruba/HP · UniFi · VLANs · VPNs · DNS · DHCP · RADIUS
Security & email	Huntress · Defender for Business · Sophos Central · SPF, DKIM and DMARC · Smoothwall · Lightspeed
Servers, backup & voice	Windows Server · Hyper-V · Veeam · Synology and QNAP NAS · 3CX · Teams Phone
Devices & print	Mosyle · Jamf · Apple School Manager · PaperCut · Universal Print
Scripting & automation	PowerShell · Power Automate · Python · n8n in personal projects

EXPERIENCE

Support Engineer · Akita IT — Feb 2025 – present · Maidstone, Kent

MSP for 370+ client businesses; part of the team named SDI MSP Service Desk of the Year (SME) 2025.

- **Tickets.** Work the queue by priority against SLA, keep the client updated while the fix is in progress, and write the fix up so the next one closes faster.
- **User and tenant administration.** Set up and remove accounts and mailboxes, create security groups and manage their membership, and change Teams and SharePoint permissions across client tenants.
- **Policies and Intune.** Write and change Conditional Access, Group Policy and Intune configuration policies; package and distribute apps through Intune; fix Autopilot enrolment, hybrid-join and MFA lockout faults (registry and profile repairs, AAD broker resets).
- **Security alerts.** Triage detections in Huntress, Defender for Business and Sophos Central. Isolate the machine first, work out what happened, escalate what's serious.
- **Networks.** SonicWall, FortiGate and Sophos firewalls; Aruba/HP, Cisco and UniFi switching; VPNs and RADIUS. Sometimes the fix is a channel change on an access point; sometimes it's ringing the ISP and waiting politely.
- **Email deliverability.** Trace why, then check and correct the SPF, DKIM and DMARC records, for clients on Microsoft 365, Google Workspace and other hosts.
- **Automation.** PowerShell and Power Automate for onboarding and offboarding and for bulk changes that would otherwise be done one user at a time.
- **On-site and out-of-hours work.** New kit, rack and patch work, NAS installs and print (PaperCut, Universal Print); out-of-hours patching of Windows servers and Veeam backup systems.
- **Client advice.** Explain the fix without the jargon, and flag ageing kit or upgrades worth planning.

IT Network Technician · Tunbridge Wells Grammar School — Feb 2023 – Jan 2025 · Tunbridge Wells, Kent

- **Hardware refresh.** With a small team, planned and carried out the replacement of 400+ desktops, laptops, classroom touchscreens and iPads across two sites, in stages so lessons kept running.
- **Campus network.** Cisco and HP/Aruba switching, with separate VLANs for staff, student BYOD, VoIP and CCTV.
- **SharePoint migration and training.** Moved the school to SharePoint Online and Teams, built the permission groups, then trained staff in person on it and on Bromcom, the school's new MIS.
- **Device management.** Macs, iPads and iPhones in Mosyle (briefly Jamf) through Apple School Manager; BenQ classroom panels in their own management tool.
- **Identity.** Active Directory hybrid-joined to Entra ID; staff and student accounts, group membership and Group Policy changes through the school year.

- **Safeguarding.** KCSIE web filtering (Smoothwall, Lightspeed) and Axxon CCTV on its own network.
- **Cabling and power.** Terminated and tested Cat6, patch panels, UPS units.

Technical Support / Logistics Technician · Optomany (DNA Payments) 2022 – 2023 · Kings Hill, Kent

- Supported card terminals and EPOS kit (Pax, Verifone, Ingenico) for merchants across the UK.
- Traced payment faults through merchant networks: DHCP conflicts, gateway dropouts, packet loss.
- Worked the queue by business impact, arranged swap units and kept gateway partners in the loop.

PERSONAL PROJECTS

The Foundry · my home AI platform Live at seyta.uk

A home AI platform I designed, built and run: nine services behind Cloudflare Tunnel with no inbound ports, a local LLM with failover to Azure, and an automated test suite. Built to my design with my own locally hosted AI models as well as Claude Code and Codex.

Rogue LitePong · a browser game games.seyta.uk

Online multiplayer, including a relay server for players behind strict firewalls.

Circle of Fifths MIDI assistant · Python

Reads a MIDI keyboard live, names the chords and suggests voicings.

Drones

Custom builds with automatic landing and onboard camera tracking.

EDUCATION

University of Kent
Physics / Computer Systems Engineering · attended 2019 – 2022 · Canterbury

North Kent College
Computing / IT BTEC Level 4 Extended Diploma · 2017 – 2019 · Dartford