

**Full Name:** Dean Allan Welbourn

**Contact Details:**

Via this website, use the Contact Us page.

**Education:**

Sept 1995 – Jun 2000: Selby High School – GCSE (2 x A, 7 x B, 1 x C)  
Sept 2000 – Jun 2002: Selby College – Further Education

Subjects Taken:

A Level Computing: A  
BTEC Nat Dip Engineering: MERIT  
2D & 3D AutoCAD: PASS (Pass Highest Score)  
Electronic Servicing: PASS (Pass Highest Score)  
ITSSP: MERIT

Sept 2003 – June 2008: Selby College - Higher Education

Subjects Taken:

Foundation Degree in Computer Systems & Networking: DISTINCTION  
Interactive Website Development: DISTINCTION  
Award for FD student of the year.

**Employment:**

June 2002 - February 2003 Job Title: Network Service Technician  
Selby College, Abbots Road, Selby  
March 2003 – May 2009 Job Title: Senior Network Technician  
Selby College, Abbots Road, Selby

**Duties:**

- Key member of a small team responsible for the college network & ICT infrastructure.
- Provide support to end users at various levels, via telephone, email and face to face and liaising with external third parties.
- Full responsibility for the delivery of all online exams.
- Upgrade desktop and server OS's to the latest versions, keeping up to date with emerging technologies.
- Configuration and testing of new hardware and software.
- Development of bespoke software/hardware systems to aid teaching and administrative support.
- Support of Philips PBX system.
- Training new team members, college staff and compiling documentation.



## **Key Skills & Competencies:**

- Excellent communication skills combined with a positive attitude towards customer service.
- Experience of a wide range of Microsoft OS's, including Windows 7 and Server 2008 R2.
- Detailed working knowledge of Microsoft systems such as Exchange, SCCM and Hyper-V.
- Increasing Linux knowledge and the ability to build systems based on Linux servers, for example Email and RADIUS authentication services.
- A willingness to embrace new technologies.

## **Personal Summary:**

My interests have always been PC related with my passion being networking and software development. I have experience and feel confident managing systems with 600+ workstations and servers of differing operating systems and applications software. I have been involved with many upgrade plans, from totally rebuilding an existing network to a simple yearly upgrade cycle.

I am particularly keen on systems integration and have developed a number of systems ranging from a booking system to environment monitoring solutions using custom built hardware. In my role at The University of York I have developed the current OS deployment system based on WDS with enhancements to integrate with the departments Linux distribution. This enables multiple OS's to co-exist on the same machine without conflict.

One of the most rewarding projects I am involved with is CLANNET which provides broadband to rural area's outside of ADSL coverage. We have received government funding and lots of publicity with a video of our project being made by Yorkshire Forward. In 2007 we won the "Make a Community Difference Award" at the Local Hero's award hosted by Minster FM and our most recent work has been used as example for the "Connecting North Yorkshire" campaign.

## **References:**

Available on request.