

NATHAN BARTER

SERVICE DESK / APPLICATION SUPPORT

Devizes, Wiltshire

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SUMMARY

People-first IT support professional with 13+ years of experience across policing, application support and technical operations. Experienced in first and second-line support, complex escalation, incident ownership, mentoring and service improvement. I build PowerShell tools that reduce repetitive work and make support more consistent, and I am comfortable translating technical detail for frontline users, developers and external customers. Outside the day job, I build practical tools and web projects, usually after saying 'this should be quick.'

SUPPORT LEADERSHIP - Incident ownership, major incidents, SLA awareness, escalation, mentoring, knowledge sharing and team development

APPLICATIONS & PLATFORMS - Active Directory, Microsoft 365, SCCM/MECM, VPN, Windows, mobile technologies and customer-facing software

IMPROVEMENT & AUTOMATION - PowerShell, WPF, support tooling, problem management, documentation, training and practical service improvement

CAREER

Wiltshire Police

FULL-TIME | SEP 2020 - PRESENT | HYBRID

Service Desk Analyst

SEP 2020 - PRESENT | DEVIZES, WILTSHIRE

- Provide first- and second-line IT support across a large policing organisation, supporting operational and corporate users where reliability, judgement and clear communication matter.
- Diagnose and resolve incidents across Active Directory, Microsoft 365, SCCM/MECM, VPN, Windows and mobile technologies, managing work through to resolution in line with SLAs.
- Support major incidents and work with infrastructure and specialist teams to resolve complex issues while keeping users and stakeholders informed.
- Identify recurring incidents, contribute to problem management and service improvement, and create reusable technical knowledge and support documentation.
- Design and maintain PowerShell automation tools - including the internally used PSDesk utility - to reduce repetitive administration, improve consistency and shorten resolution times.
- Mentor colleagues and share technical knowledge across the service desk, helping others build confidence with unfamiliar systems and difficult incidents.

Descartes Systems UK Ltd

FULL-TIME | FEB 2017 - SEP 2020 | CHIPPENHAM, WILTSHIRE

SmartCompliance 2nd Line Support

SEP 2018 - SEP 2020 | 2 YRS 1 MO | CHIPPENHAM, WILTSHIRE

- Promoted from first-line application support into second-line support, becoming the primary escalation point for complex technical and customer incidents.
- Line-managed and mentored five Service Desk Analysts across Chippenham and Stockport, supporting workload coordination, development and knowledge sharing.
- Worked directly with developers, R&D teams, third-party suppliers and resellers to troubleshoot SmartCompliance software, tachograph remote-download hardware and supporting services.
- Developed and delivered training that enabled colleagues and customers to support the products confidently and train others afterwards.
- Supported customers ranging from independent operators to large enterprise organisations, balancing technical depth with clear, patient communication.

Application Support Technician

FEB 2017 - SEP 2018 | 1 YR 8 MOS | CHIPPENHAM, WILTSHIRE

- Supported customers ranging from independent operators to household-name organisations through phone and email support, specialising in tachograph remote-download hardware and its supporting systems.
- Built the product knowledge and escalation experience that led to promotion into second-line support.

"Nathan was a great colleague to work with and always made time to help others... he consistently found solutions to tricky and complex issues." - Katja Pesonen, former colleague and direct report at Descartes

PROJECTS

PSDesk SOLO PROJECT | 2024 - PRESENT | PRIVATE WIP

A PowerShell and WPF service-desk utility that began while I was learning the language and grew from one-off scripts into a guided interface for common support work.

EVIDENCE: Active Directory user search and actions; account and group comparison; computer, network and reboot diagnostics; task logging; user-scoped settings and feature controls.

Days Since McLaren Unboxed SOLO PROJECT | 2024 - PRESENT | LIVE

An unofficial McLaren F1 tracker that turns a community running joke into live counters, race milestones, expandable evidence and an intentionally elaborate collection of Easter eggs.

EVIDENCE: Responsive HTML/CSS/JavaScript; backend-fed counters; API integration; Cloudflare; search and social metadata; accessibility and layered interactions.

PROJECT: dayssince.mclarenunboxed.com

WAGS Retired Police Dogs VOLUNTEER WEB PROJECT | 2014 - 2018

Modernised the charity's website and wider online presence when it was struggling with visibility, social media, online donations and merchandise sales.

EVIDENCE: Responsive website; PayPal donation routes; external e-commerce integration; team and dog stories; galleries; social support and ongoing digital assistance.

EARLIER CAREER EXPERIENCE

Production Assistant (Mastering) | Cardwave Services

MAY 2016 - NOV 2016

Produced flash-memory masters to tight deadlines, delegated work and covered Production Supervisor scheduling and staff allocation.

Code Controller | Sainsbury's

OCT 2015 - MAY 2016

Managed date-sensitive stock and system updates in a fast-paced retail environment, working closely with department managers.

Desktop Support Technician | Wiltshire Council

OCT 2014 - JUL 2015 (CONTRACT)

Supported Council and Police users, joined the Windows XP remediation project and trained Council IT staff on Police systems and recurring faults.

IST Support Officer | Wiltshire Police

NOV 2013 - OCT 2014 (CONTRACT)

Handled service desk, email and in-person support; maintained hardware and software, logged work in SCSM and rebuilt mobile systems used by officers.

Workshop Technician | Blue Sky Computing

SEP 2012 - MAR 2013

Repaired and upgraded PCs and laptops, recovered data, removed malware and supported local businesses while completing college.

TECHNICAL EXPERIENCE & EDUCATION

SERVICE MANAGEMENT	Incident and request management, SLA awareness, escalation, problem identification, major incidents, knowledge articles and user communication
MICROSOFT & ENDPOINT	Active Directory, Microsoft 365, SCCM/MECM, Windows, VPN, mobile support, PowerShell, WPF and JSON
WEB DELIVERY	HTML, CSS, JavaScript, API integration, Cloudflare, accessibility, SEO, GitHub and responsive design
EDUCATION	Wiltshire College, Chippenham - BTEC National Diploma in IT - 2011 – 2013

More project details, screenshots and recommendations: nb94.uk | linkedin.com/in/nbarter94 | github.com/NBarter94