JW ICT SYSTEMS SUPPORT

IT TECHNICAL PORTFOLIO

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Practical projects, technical learning and evidence of hands-on IT skills

1. Professional Introduction

I am an IT-focused professional developing practical skills across PC hardware, Windows installation and configuration, networking, troubleshooting, Windows Server and Active Directory. I hold City & Guilds Level 2 and Level 3 Diplomas in ICT Systems Support and am building a portfolio of personal projects to demonstrate my technical knowledge and approach.

The examples in this portfolio are from personal projects and lab-based learning. My Windows Server and Active Directory work has been completed with guidance. The portfolio distinguishes guided practice from tasks completed independently and does not present lab exercises as paid client deployments.

2. Technical Skills

Area	Skills and knowledge
PC hardware	Building desktop PCs, component upgrades, repairs and hardware troubleshooting.
Windows	Windows installation, initial configuration and troubleshooting.
Windows Server & Active Directory	Guided practice with Windows Server, Active Directory, user accounts and Group Policy Management.
Networking	Network configuration practice, IP configuration and connectivity testing.
IT support	General hardware and software troubleshooting, fault investigation and user-focused support.
Auditing	Reviewing hardware and software, recording findings and identifying potential upgrade or maintenance needs.
Related knowledge	Microsoft Azure, Microsoft 365, Windows 10/11, cloud computing and cybersecurity awareness.

3. Practical Project Case Studies

Project 1 – Desktop PC Build

Project type: Personal practical project

This project demonstrates hands-on familiarity with a desktop PC build. The photograph shows a system with a Gigabyte-branded graphics card, RGB memory, internal cooling and multiple case fans. The image provides visual evidence of an assembled desktop system; individual component models and performance specifications have not been supplied.

- Identify and work with desktop PC components.
- Assemble and present a desktop system with internal cooling and cable connections.
- Develop practical familiarity with component layout and PC hardware.



Evidence 1: Photograph of a completed desktop PC build.

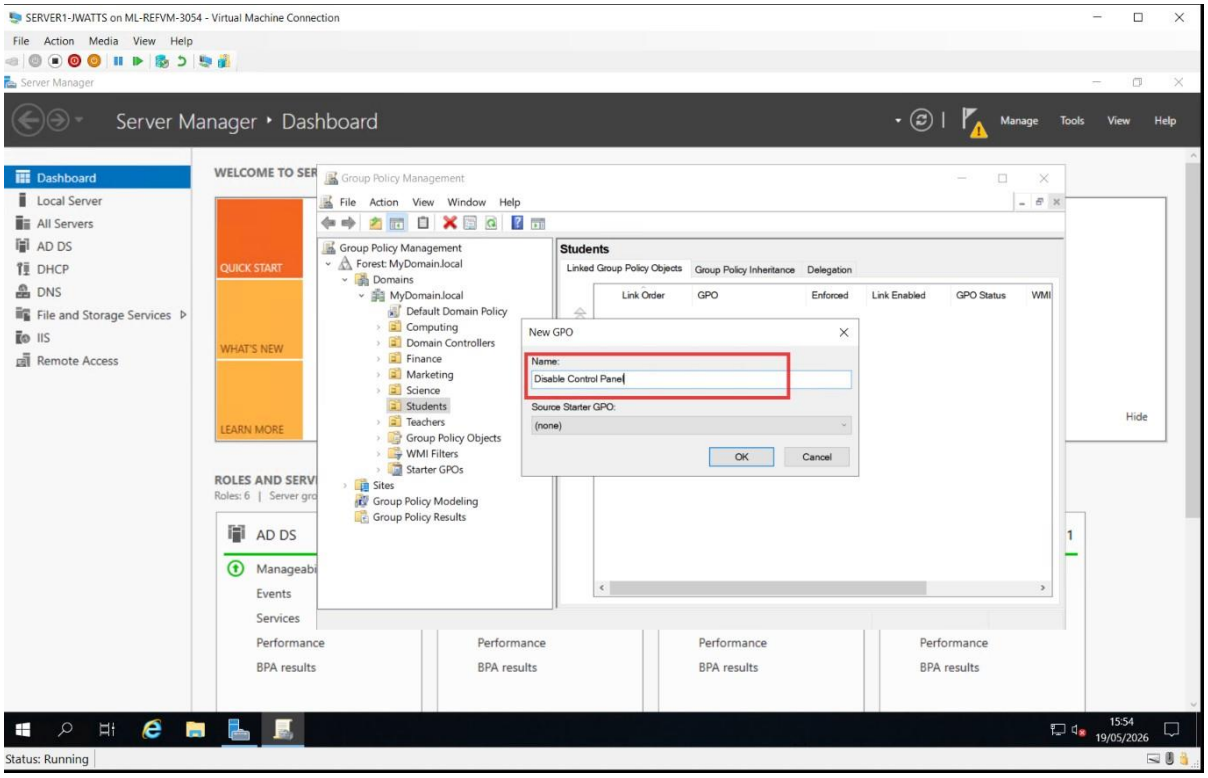
Project 2 – Windows Server and Group Policy Management

Project type: Guided lab practice

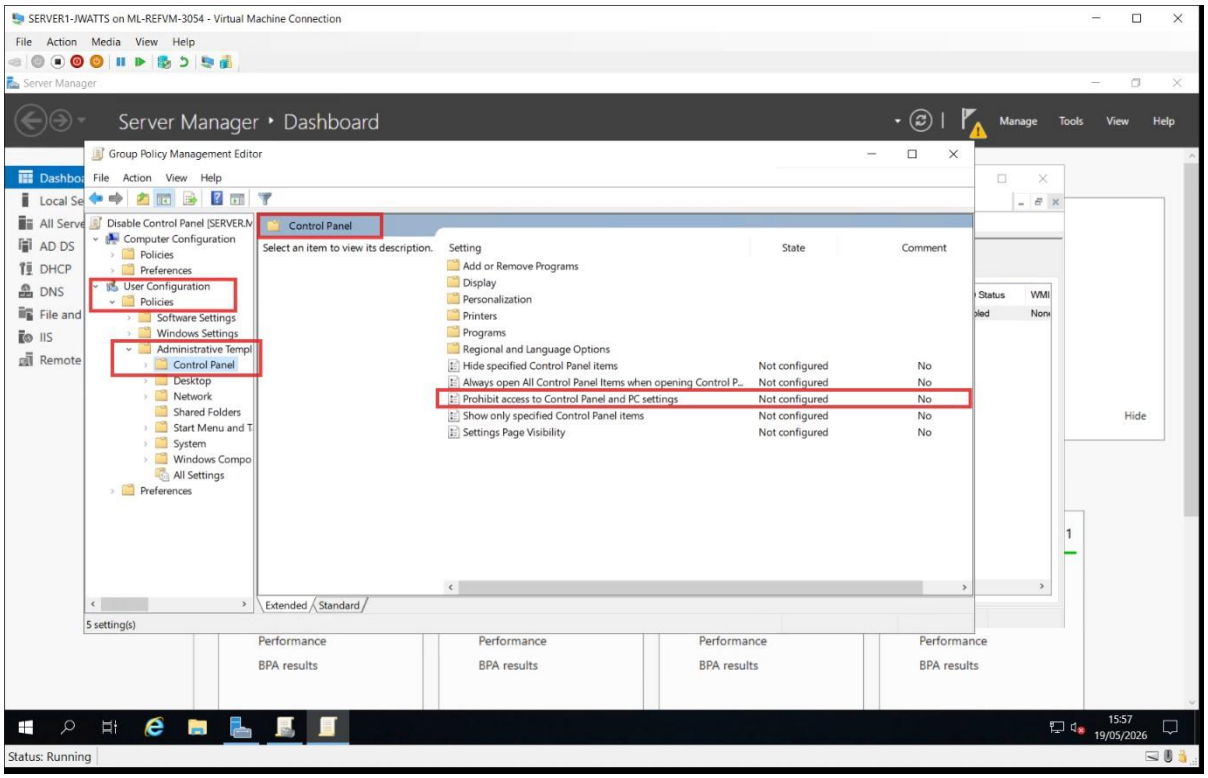
The screenshots show a Windows Server lab using the domain MyDomain.local. Group Policy Management displays an organisational unit named Students and the creation of a Group Policy Object named “Disable Control Panel”. A second screenshot shows the Group Policy Management Editor open at User Configuration > Policies > Administrative Templates > Control Panel, where the setting “Prohibit access to Control Panel and PC settings” is visible.

The displayed policy state is “Not configured”. These screenshots therefore evidence navigation of Group Policy tools and creation of a named GPO, but do not prove that the restriction was enabled, linked successfully or tested on a user account.

- Navigate the Group Policy Management console and domain organisational units.
- Create a named Group Policy Object.
- Locate the relevant User Configuration policy setting in the Group Policy Management Editor.
- Further practice: configure the policy, link the GPO to the intended OU, update policy on a test client and verify the result.



Evidence 2: Creating the "Disable Control Panel" Group Policy Object.



Evidence 3: Locating the Control Panel policy setting in the Group Policy Management Editor.

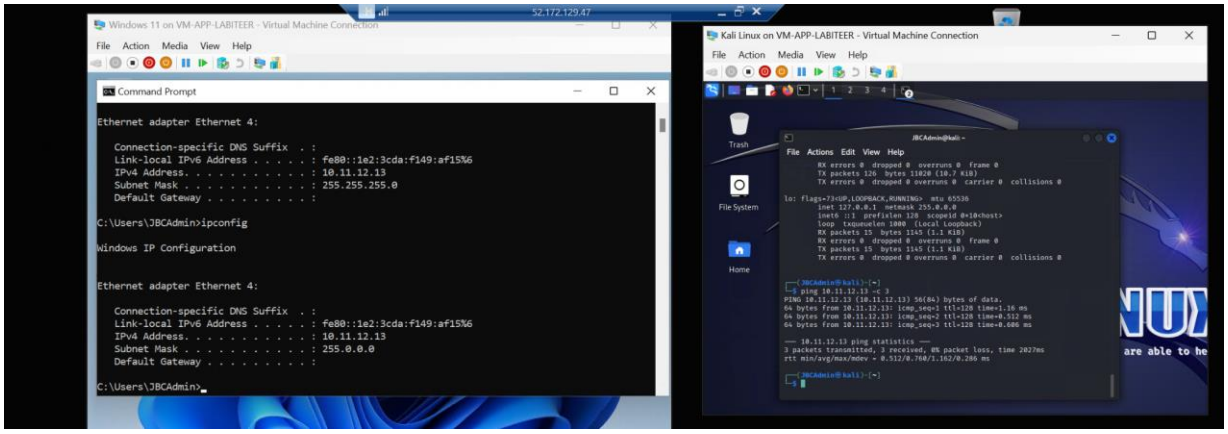
Project 3 – Network Connectivity Testing with Virtual Machines

Project type: Personal lab practice

The screenshot shows a Windows 11 virtual machine and a Kali Linux virtual machine. The Windows command prompt displays an IPv4 address of 10.11.12.13 for Ethernet Adapter 4. In the Kali terminal, a ping test is run to 10.11.12.13 and receives three replies, with 3 packets transmitted, 3 received and 0% packet loss.

- Inspect IP configuration using the Windows ipconfig command.

- Use ping from Kali Linux to test reachability to the Windows virtual machine.
- Read the ping summary to confirm successful replies and packet-loss results.
- Further practice: document the virtual network mode, subnet details and repeat tests after changing a network setting.



Evidence 4: Windows and Kali Linux virtual machines with a successful three-packet ping test.

Project 4 – Windows Installation and PC Troubleshooting

Project type: Personal practical work

I also undertake Windows installation and PC configuration as part of my personal IT practice. This section can be expanded with screenshots showing the Windows version, system information, device setup and any troubleshooting steps carried out.

- Install Windows and complete initial configuration.
- Investigate operating-system or hardware-related issues.
- Record the symptoms, checks performed and outcome.

Evidence to add: a redacted screenshot of Windows System Information or Settings > System > About, plus a short description of a real installation or troubleshooting task.

Project 5 – Hardware and Software Auditing

Project type: Personal practice / sample audit

A hardware and software audit involves reviewing a computer's components and installed software, recording relevant information and identifying potential maintenance or upgrade considerations. A sample report can be included as a demonstration, clearly labelled as a sample if it is not from a client engagement.

- Record the device make/model or an anonymised reference.
- List processor, memory, storage and operating-system details where available.
- Record relevant installed applications and update status.
- Summarise observations and practical recommendations.

Evidence to add: an anonymised hardware/software inventory or sample audit report.

4. Troubleshooting Approach

- Clarify the issue: establish the symptoms, when the problem started and what is affected.
- Gather information: check relevant hardware, software, settings and error messages.
- Investigate methodically: carry out appropriate checks and avoid unnecessary changes.
- Apply or recommend a fix: explain the action taken and any limitations.
- Verify and record: confirm the outcome and document the steps taken.

5. Qualifications

City & Guilds Level 3 Diploma in ICT Systems Support (7540-13)

JBC Skills Training Ltd | Apr 2026 – Aug 2026

Units include Networking Principles; Installing & Configuring Windows Server; Principles of ICT System and Data Security; System Management; and ICT Systems and Network Management.

City & Guilds Level 2 Diploma in ICT Systems Support (7540-12)

JBC Skills Training Ltd | Apr 2025 – Jun 2025

Units include Customer Service Provision; Install, Configure and Test ICT Networks; Business Concepts for IT Professionals; Principles and Concepts of Cloud Computing; and IT Fundamentals: Software, Hardware & Networking.

6. Career Objective

I am seeking an opportunity in IT support where I can apply my ICT Systems Support qualifications, practical PC and Windows experience, developing server and networking skills, and customer-service background. I am keen to continue learning, support users professionally and develop within an IT team.

7. Notes Before Sharing

These screenshots come from a lab environment and include the lab domain name, an administrator account label and private network addressing. Before publishing the portfolio publicly, consider cropping or obscuring these details. Do not share passwords, licence keys, public IP addresses, client information or other confidential data.

Additional Project Evidence

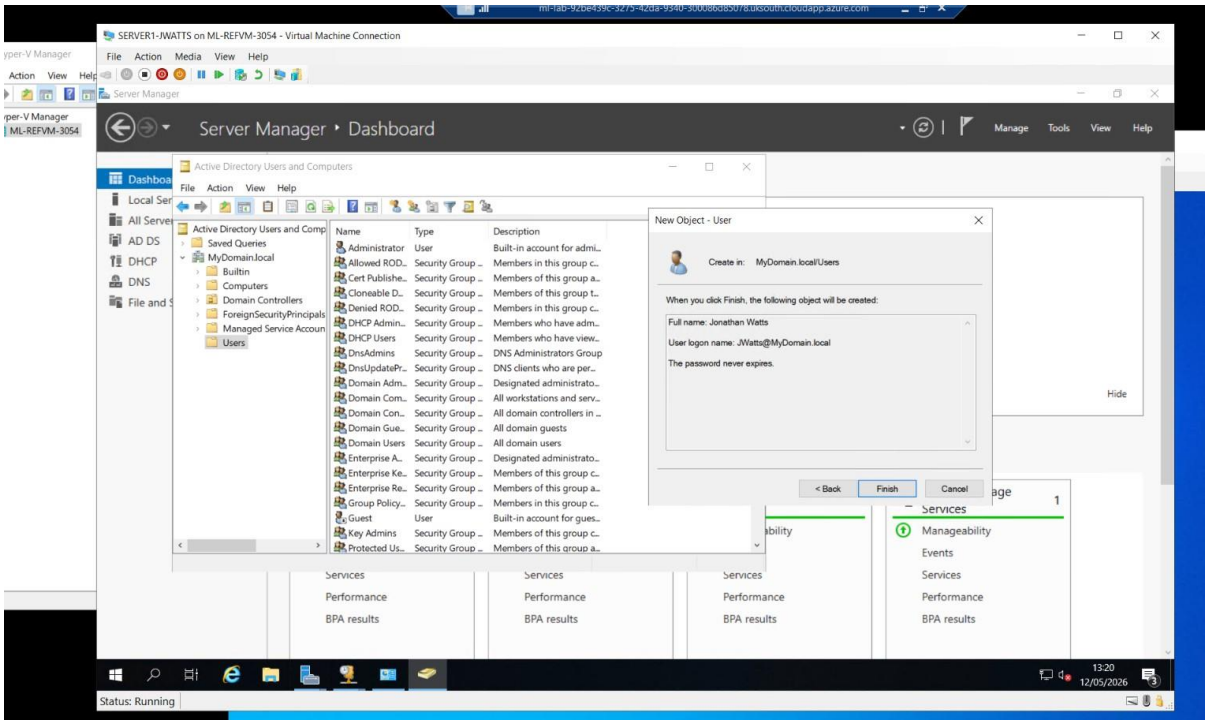
Project 6 – Active Directory User Account Creation

Project type: Guided Windows Server lab practice

The screenshot shows the Active Directory Users and Computers console for the MyDomain.local domain. The New Object – User wizard is at its confirmation stage for a user account in the Users container. The displayed details include a full name and a domain logon name. This is evidence of working through the account-creation wizard; the screenshot alone does not confirm that Finish was selected or that the account was subsequently tested.

- Navigate Active Directory Users and Computers and locate the domain Users container.
- Work through the New Object – User wizard and enter user identity and logon details.
- Understand the relationship between a directory user object and its domain logon name.

Security note: the wizard summary shows “The password never expires”. This is visible as a lab setting, not a recommended default. In a real environment, password and account policies should follow the organisation’s security policy and current guidance.



Evidence 5: Active Directory Users and Computers – user account wizard confirmation.

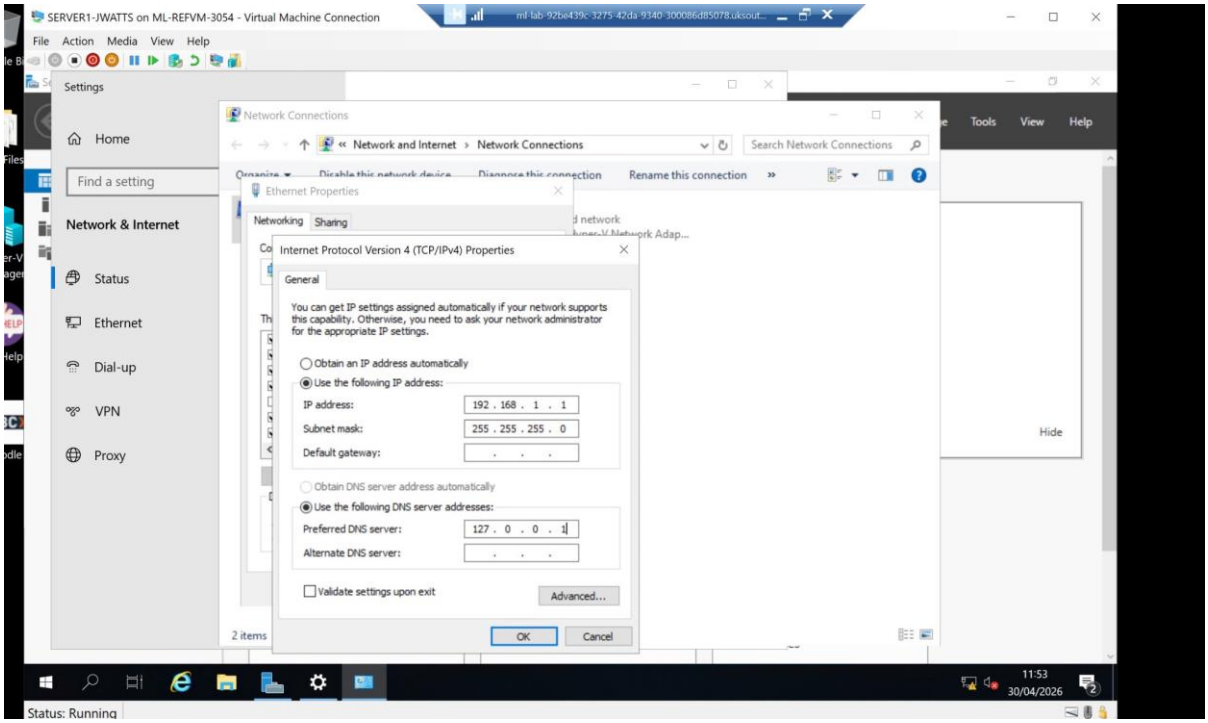
Project 7 – Static IPv4 and DNS Configuration

Project type: Guided Windows networking lab practice

The screenshot shows the Internet Protocol Version 4 (TCP/IPv4) Properties dialog for a Windows network adapter. The manual configuration shown is IPv4 address 192.168.1.1, subnet mask 255.255.255.0, no default gateway entered, and preferred DNS server 127.0.0.1. This demonstrates familiarity with the Windows adapter properties and the fields used for static addressing and DNS configuration.

- Open Network Connections and access the adapter’s IPv4 properties.
- Select manual IPv4 configuration and enter an address and subnet mask.
- Specify a preferred DNS server address.
- Further practice: verify the settings with ipconfig /all and test name resolution and connectivity.

Technical note: 127.0.0.1 is the loopback address, so it directs DNS queries to the local machine. Whether this is correct depends on the lab’s DNS role and design. The screenshot does not show a completed connectivity or name-resolution test.



Evidence 6: Windows IPv4 Properties showing manual IP, subnet mask and DNS values.

Portfolio evidence and privacy

Before sharing this portfolio publicly, redact personal names, domain usernames, lab hostnames and any publicly routable addresses or other identifying details visible in screenshots. Keep unredacted originals for private interview discussion only where appropriate.