

Jonathan Honeybone

IT Operations & Help Desk Manager

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I manage help desk operations for a managed service provider supporting dental practices and small businesses. My work combines infrastructure escalation, technician development, PowerShell automation, and reusable documentation.

EXPERIENCE

Information Technology Help Desk Manager | April 2024 - Present

Managed service provider supporting 1,000+ endpoints

- Run day-to-day help desk operations and handle final escalations for infrastructure, networks, Microsoft 365, and security incidents.
- Led a Windows 10-to-11 migration across 1,000+ endpoints with minimal client disruption.
- Write and maintain PowerShell tooling for fleet audits, Windows repair, storage health, application control, and upgrades.
- Introduced AI-assisted triage and drafting into the SyncroMSP workflow; create SOPs and knowledge-base articles for repeat issues.
- Train and mentor technicians, audit RMM policies and ticket data, report support trends, and manage hardware refreshes.

Information Technology Help Desk Support | February 2022 - April 2024

Remote and on-site support across Windows workstations and servers, Microsoft 365, Active Directory, LAN/WAN connectivity, and VPN/RDS access. Promoted to Help Desk Manager in April 2024.

TOOLS AND CREDENTIALS

PowerShell, SyncroMSP, IT Glue, Microsoft 365, Exchange Online, Active Directory, Windows Server, ThreatLocker, UniFi, Acronis, 3CX, Linux, Docker, and PostgreSQL. Dental systems: Dentrix, SoftDent, Carestream, and DEXIS.

CompTIA: Security+, Network+, Cloud+, Server+, and A+.

Stackable credentials: Secure Cloud Professional (CSCP); Network Infrastructure Professional (CNIP); Secure Infrastructure Specialist (CSIS); Cloud Admin Professional (CCAP); IT Operations Specialist (CIOS).

INDEPENDENT WORK

Local AI fine-tuning and evaluation experiments, self-hosted infrastructure and mail, and custom PC design. The portfolio includes project descriptions and scoped validation evidence. Independent projects are separate from my day job.

EDUCATION

Middle Bucks Institute of Technology: Network and Operating Systems Security (NOSS), 2019 - 2022.

Central Bucks HS-West: High School Diploma, 2019 - 2022.