

Nir Sharon

Help Desk / IT Support Specialist / Technical Support Engineer

Location: Ness Ziona, Israel | Phone: 050-6453774 | Email: nsharon4@gmail.com

PROFILE SUMMARY

IT support and systems professional with 20+ years of hands-on experience at Microsoft, Intel, and Perion Network, supporting around 400 users at each across multiple sites. Provides on-site, phone, and remote Windows and macOS support: identity and access, device management, networking, security, and hardware.

Customer-facing in every role: daily work with vendors, subcontractors, business teams, and users.

Moved environments from on-premise to cloud (Azure, Entra ID, Intune, Google Workspace, Kandji (now Iru)). Uses AI tools daily to find root causes faster, automate troubleshooting, and write documentation.

SKILLS

- Operating Systems & Servers: Windows, macOS, iOS, Android, Windows Server, Group Policy (GPO), Scripting (PowerShell, Python)
- AI Tools: Gemini, Claude, Cursor, NotebookLM, Perplexity, used daily for troubleshooting, scripting, and documentation
- Automation: Python scripting, Personal AI agent tools (Claude)
- Identity & Access Management: Active Directory, Entra ID, Azure, Okta (SSO, MFA)
- Device Management (MDM): Microsoft Intune (Windows endpoint management, BitLocker), SCCM, Kandji (now Iru), Apple Business Manager
- Networking & Connectivity: network infrastructure support (switching, connectivity), VPN (GlobalProtect, Pritunl), Remote Desktop, network troubleshooting
- Virtualization & Security: VMware, CrowdStrike Falcon (EDR), patch management, vulnerability remediation, endpoint compliance
- Hardware Support: Laptops, desktops, printers, docking stations, monitors, smartphones
- Asset & Workplace: Setyl (ITAM), OfficeSpace (desk booking, visitor management)
- ITSM & Help Desk: ServiceNow (3 years), SysAid, Jira Service Management (IT service desk queue: triage, workflows, JQL, SLA tracking), remote support tools, technical documentation, user training
- Collaboration: Slack, Monday.com (Jira-linked tracking)
- Customer & Stakeholder Management: customers, vendors, subcontractors, multiple interfaces
- Enterprise Applications: Microsoft 365 (Outlook shared mailboxes & send-as, OneDrive Known Folder Move, Teams, SharePoint, Excel Power Query, Office), Zoom Workplace (user & license management, Zoom Phone, Zoom Rooms on DTEN, Webinar), Adobe Creative Cloud, Google Workspace Admin (users, Drive, shared drives, Calendar resources, Gmail), Confluence, Tableau, and 20+ more

WORK EXPERIENCE

PERION, Israel | 2011 - Present | IT Support Specialist, Help Desk

- Provide Level 1/2 support (on-site, phone, and remote control) for ~400 Windows and macOS users across multiple sites worldwide, resolving tickets within SLAs
- Worked with ServiceNow (3 years) and SysAid for IT service management and ticket handling
- Triageed and resolved IT support tickets in Perion's Jira service queue: prioritized and categorized requests, moved tickets through the workflow, linked duplicates and tracked SLAs with JQL filters.
- Administered Google Workspace for Perion users through the Admin console: Drive file recovery and ownership transfers, shared-drive access, and management of 14 meeting-room calendar resources in the Tel Aviv office.

- Managed Windows devices with Microsoft Intune: device enrollment, compliance monitoring, app deployment and BitLocker encryption, including recovery-key retrieval for locked-out users.
- Administered Zoom Workplace (users, licenses, Zoom Phone, Webinar) and supported Zoom Rooms on DTEN devices, escalating hardware issues to the vendor; managed Okta SSO and MFA access for end users.
- Managed IT hardware in Setyl (assigning devices, asset history and warranty checks) and supported workplace operations in OfficeSpace, including desk booking, floor maps and visitor pre-registration.
- Built personal Python and AI-agent tools (Claude) to speed up my own IT work, including a meeting-room calendar conflict resolver and AI-assisted ticket triage.
- Coordinate with vendors and subcontractors to deliver IT services and resolve issues
- Managed IT and telecom vendors (Lenovo, HOT, Pelephone, Cellcom) for hardware replacement, repairs, and mobile and internet services.
- Use AI tools (Claude, Gemini, Perplexity) daily to solve complex network and OS issues faster and to write technical documentation, knowledge base articles, and internal how-to guides
- Manage user identities, access rights, and security policies in Active Directory, Entra ID, Okta, and Google Workspace; secure endpoints with CrowdStrike Falcon (patching, compliance, vulnerability tickets)
- Handle onboarding and offboarding, including hardware setup and access to 20+ company systems, so new employees can start working from day one
- Deploy and manage macOS devices with Kandji (now Iru)/Apple Business Manager, moving the company toward zero-touch deployment
- Led the setup and management of 12 meeting rooms at Perion offices in Israel: vendor integration, equipment procurement, installation coordination, and ongoing operations
- Managed IT warehouse inventory and procurement of laptops, monitors, networking and other IT equipment; set up ~160 workstations in Israel (one or two 27-inch monitors each) and equipment for external sites, including installations and hardware lifecycle
- Support Windows Server and Group Policy (GPO) with PowerShell and Python scripting and automation; troubleshoot network, VPN (GlobalProtect, Pritunl), VMware, and hardware issues to minimize downtime
- Write user guides and run training sessions across all company systems (including Windows, macOS, and Microsoft 365) as part of onboarding, reducing repeat support requests

MICROSOFT, Israel | 2007 – 2010 | Senior IT Support Engineer / IT Support Lead

- Provided senior-level IT support for ~400 users at Microsoft Israel, mainly senior management, keeping critical systems running; hands-on Windows Server, Group Policy (GPO), and PowerShell automation
- Led the help desk team, managed daily operations, and trained junior team members to solve issues faster
- Coordinated with vendors and internal teams across the organization
- Handled escalated technical and network issues and improved support processes for efficiency

INTEL, Israel | 2003 – 2006 | IT Support Engineer

- Provided IT and network infrastructure support for ~400 users at Intel Israel in a large corporate Windows environment, including Windows Server, Group Policy (GPO), and scripting for routine automation
- Managed the full hardware lifecycle and software deployment, from setup to replacement
- Coordinated with hardware and software vendors on supply, repairs, and deployments

CERTIFICATIONS

- MCSE (Microsoft Certified Systems Engineer)

LANGUAGES

Hebrew: Native | English: Professional Working Proficiency