EMMANUEL KOFI AMPIAH

IT SUPPORT & CCTV/ELV TECHNICIAN

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SUMMARY

IT Support and CCTV/ELV Technician with 5+ years of hands-on experience providing on-site and remote support for business, healthcare and education users, and installing and maintaining CCTV, DVR/NVR, access control and LAN networks. Experienced in helpdesk support with issue logging and prioritisation in Excel, Windows 10/11 and Microsoft 365 support, printers, LAN/Wi-Fi, backups and user accounts, plus IP-based CCTV, video management software, IP addressing and DHCP. Trained 250+ users and led a small technical team. Based in Dubai, eligible to work in the UAE, available immediately, and completing Cisco Networking Academy certifications.

SKILLS

- **Support:** Helpdesk Support, Remote Support (TeamViewer), Troubleshooting, Ticket Prioritisation, Asset Management, User Training, Customer Service, Team Coordination
- **IT:** Windows 10/11, Microsoft 365, Microsoft Excel, Printers, LAN / Wi-Fi, TCP/IP and DHCP, Backups, User Accounts
- **CCTV and security:** IP-based CCTV, DVR / NVR, Video Management Software, Biometric Access Control, Network Cabling, Fault Diagnosis

PROFESSIONAL EXPERIENCE

IT Support and Security Specialist, Brakwa Polyclinic **Nov 2021 - Apr 2025**
Brakwa, Central Region, Ghana

- Provided first and second-level helpdesk support for staff, computers, printers, network devices and business applications, keeping downtime low for clinical systems.
- Logged and tracked user issues in an Excel-based ticketing sheet, sorting requests from high to low priority so critical clinical systems were fixed first.
- Troubleshot hardware, software, Windows, printer, LAN, Wi-Fi and connectivity issues.
- Delivered remote technical support using TeamViewer and other remote-support tools.
- Supported healthcare information systems, user accounts, and healthcare system migration and data management activities.
- Carried out system maintenance, backups, data management and security checks.
- Trained users on Microsoft Office, business applications and IT procedures.
- Installed and maintained CCTV, DVR/NVR, biometric access control and basic security systems.

IT Support Technician | CCTV Installer | ICT Tutor, Gracecoms Company Ltd **Nov 2019 - Sep 2021**
Assin Fosu, Central Region, Ghana

- Delivered on-site IT support, networking and security installations for 10+ business and education clients.
- Installed and configured 20+ CCTV and ELV security systems, LAN networks and access control systems at client sites, working from site plans and drawings.
- Performed system setup, maintenance, backups, antivirus installation and troubleshooting across hardware, software, printer and network issues.
- Supported POS and school management systems for 10+ clients.
- Led a small technical team and coordinated client support activities and service delivery.
- Trained 50+ end users and 200+ students and staff on Microsoft Office and computer applications.

ICT Teacher | IT Support, Brakwa Senior High Technical School **Sep 2017 - Aug 2019**
Brakwa, Central Region, Ghana

- Provided technical support and maintenance for 50+ computers and other IT devices.
- Installed and configured Windows, software, antivirus and computer systems.
- Supported the school management system, including student and teacher data entry and migration.
- Performed data backups and basic system administration.
- Taught ICT and computer applications to 120+ students; introduced an electronic voting process using the school management system.

OTHER EXPERIENCE

Warehouse Associate, CEVA Logistics **Dec 2025 - Present**
Dubai, UAE

- Pick, scan, pack and handle inventory using warehouse management systems and handheld scanners.
- Achieved 105% to 120% of the 90 UPH productivity target, qualifying for performance incentives.

EDUCATION

Higher National Diploma (HND), Computer Science **2014 - 2019**
Accra Technical University | Accra, Ghana

ADDITIONAL INFORMATION

- **Certifications (in progress):** Cisco Networking Academy IT Support Specialist Career Path; Cisco Networking Academy Networking Basics; Diploma in Information Technology Support and Security (started July 2025).
- **Training (2025):** Computer Networking: Local Area Networks and the OSI Model; IT Management: Software and Databases.
- **Awards:** Best Non-Clinical Staff, Brakwa Polyclinic (December 2023).
- **Availability:** Immediate joiner. Willing to work across Dubai, Sharjah and Abu Dhabi.