



joekane.org

Joe Kane

IT Systems Analyst

Network, infrastructure & cloud security · builder of Nexus

CONTACT

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LOCATION
Greater London, UK · Hybrid

LINKEDIN
in/joekanedeadman

GITHUB
github.com/TheJoeKD20

CORE SKILLS

Infrastructure

Networking

SaaS

Network Administration

Customer Experience

Network Engineering

Cloud Security

IT Operations

Technical Support

Cybersecurity & Device Management

EDUCATION

The Sixth Form College
Colchester

Chigwell School

Colchester Prep & High School

PROFILE

A dedicated IT engineer with a strong background in network engineering, IT operations and cloud security. I excel at managing and securing IT infrastructure while delivering exceptional technical support and customer service. With expertise across SaaS platforms, cybersecurity and device management, I'm committed to reliable, efficient technology solutions — and I build my own, most recently **Nexus**, a self-hosted live support wallboard.

EXPERIENCE

IT Systems Analyst · SupportWizard Feb 2026 — Present

Full-time · Greater London, England, UK · Hybrid

- Manage and secure IT infrastructure across SaaS platforms, with a focus on cloud security and device management.
- Provide technical support and a strong customer experience to clients across the stack.

Creator & Engineer · Nexus 2026 — Present

Side project · Self-hosted live support wallboard · nexus.joekane.org

- Designed and built a self-hosted Zendesk wallboard: ~34 panels, 11 themes, real-time Support + Talk.
- Shipped one React codebase to web, desktop (Electron), iOS, Android and a Zendesk app.
- Stripe billing with self-renewing, offline-verified licences; 160+ automated tests on every PR.

IT Engineer · PC-IT Support Ltd Jan 2025 — Feb 2026

Full-time · Colchester, England, UK · On-site

- Network engineering, infrastructure and IT operations for client sites.
- Hands-on technical support with a focus on customer experience.

IT Technician · PC-IT Support Ltd Jul 2024 — Jan 2025

Colchester, England, UK · On-site

- Front-line IT support, troubleshooting and device setup.

Joe Kane — IT Systems Analyst

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