

Profile

An experienced IT/Network Manager with expertise in all aspects of IT/Telecoms from project planning to implementation. A “Hands On” professional with a “can do” attitude. Vast knowledge of IT systems, architecture and technologies gained from 25 years of IT support experience. I have a great breadth of experience within business, corporate & public sector environments.

Key Competences:

- Mature IT professional with a methodical & logical approach to problem scenarios.
- Managed the IT Strategy across multi-sites to facilitate business development.
- Dependable and consistently professional approach in all areas of business.
- Hardware/Telecoms engineer with great experience of current and legacy systems.
- Competent with Website Management IIS/Apache/PHP/Perl SQL/MySQL PCI Compliance
- Familiar with Cloud Technologies IAAS, SAAS, Azure, AWS
- Excellent people management skills supervising/supporting IT staff.
- Studying ITIL v3 Foundation

CAREER HISTORY Permanent Roles:**Mervyn Lambert Plant - IT Manager & Comms Manager** – Dec 2017 >

Managing and supporting 60+ user **Multi Site** Windows 10 IT/Telecoms network – Supervising Junior Analyst

Achievements

- Migrated the Windows 7 environment to Windows /10
- Migration of old SBS domain to new Windows 2016 & Installed new Servers
- Managing Lan/VPN at 4 sites.
- Migrated email from POP3 to office365 and implemented cloud email filter and backup

CAREER HISTORY Permanent Roles:

Rade Systems – IT Engineer – July 2017 > Dec 2017 Supporting customers with Wireless/Satellite Internet connectivity solutions/ IT Systems/Office365 General Public/Businesses.

CAREER HISTORY Permanent Roles:**Galloway European Coachlines - IT Manager** – Dec 2010 > Sep 2016 **Made Redundant 31/08/2016**

Managing and supporting 60 user **Multi Site** Windows 2008/12 7/10 IT/Telecoms network – Supervising Junior Desktop Analysts

Achievements

- Migrated the Windows XP environment to Windows 7/10
- Install & Admin Of HyperV & VMware Virtual Servers
- Implemented Lan/VPN at 5 sites.
- Deployed email archiving system to reduce growing Exchange Storage.
- Migrated Website Portal CRM ERP & Backend SQL Booking System to New Data Centre

CAREER HISTORY Permanent Roles:**Trox UK Ltd - IT Network & Technical Support Manager** - Jan 2006 - June 2010 **Made Redundant**

Managing and supporting 150 user Windows 2003/XP/7 computer network & 2 IT Support Staff.

Achievements

- Migrated the NT4 environment hardware/software with Active Directory Server 2003
- Implemented Lan/WAN/VPN at 4 sites for local and remote users.
- Deployed email archiving system which cut storage by 50%.
- Rolled out/migrated 150 desktop systems and 40 laptop systems.
- Minimised disruption to end users during migration deployment.
- Replaced old Mitel phone system with cutting edge NEC system.
- Installed and managed Video Conferencing Solution.
- Deployed & managed Smartphones to sales force utilising OWA.
- Migrated 2 Servers to VMWare environment.

CAREER HISTORY **Contract** 2004-2005

James Paget NHS Trust - Desktop IP Config Rollout - Mar 2005 – July 2005

British Sugar (Contract) - Rollout Engineer - Mar 2005

Norwich NHS Trust Citrix/Active Directory Migration Engineer – Jan 2005 - Feb 2005.

Self-Employed PC ENGINEER – April 2004 to Jan 2005.

CAREER HISTORY **Permanent** Roles:

Bounty Euro RSCG -TECHNICAL ENGINEER November 1998 – April 2004. Providing PC and Network support to 500 users at both local and satellite locations. Part of a team of 5, 2 of which I supervised. Created RIS Image Deployment for laptops. Replaced Ericsson digital phone system with Cisco VOIP system. Administration of NT4/2000 and Netware Networks, Exchange Server 5.5/2000 MS Outlook, Win95/98 & NT4/2000 clients, MS Office and Legacy products. Administration & engineering of Ericson, Cisco VOIP, and BT Meridian, phone and voicemail system. Installed and managed Video Conferencing Solution.

CAREER HISTORY **Contract** 1992-1998

Napp Pharmaceutical DESKTOP SUPPORT TECHNICIAN 14th September - 9th October 1998.

Computacentre Pearl Assurance PC SUPPORT ANALYST 1st August - 14th September 1998.

Computacentre NT 4 ROLLOUT ENGINEER Royal Mail. Short term contract.

Norwich Union NT SERVER BACKUP TECHNICIAN & NT/PC SUPPORT

ITEX Norfolk County Council.PC SUPPORT ANALYST Feb 97 - Sept 97.

Viking Computers PC ENGINEER Dec 96 - Feb 97

Umbrella Housing Norwich PC ENGINEER June 95 - Dec 96.

Key skills and achievements

- **Hardware Skills** Good working experience of repairing, fault finding, upgrading Compaq, IBM, Dell, HP, Server rack/blade and stand alone, desktop & laptop & compatible clone machines. Experience of Compaq SAN Solution. Server and Desktop Rollout builds, Cisco Switches and Routers. Also maintenance experience of HP/Epson/Brother Tektronix, Laser, Dot matrix & Inkjet printers. Jet Direct and other IP Port printer utilities. **Samsung 7200, Ericsson, Cisco VOIP, BT Meridian, Mitel SX2000, NEC ASPIRE Digital/POT/DECT** Phone Switch administration experience.
- **IT Support/Software/Network Administration skills** include being proficient in software such as DOS, Windows 3.1 & 95/98, NT4, 2000, XP, Vista, Win7/10, Windows 2000/03/08/12 Server/Workstation, installation, Exchange 5.5/2000/3/7 **Active Directory administration.** Netware 3.12 administration. LAN, WAN, VPN, DUN, TCP/IP Networks Apple Macs, MS Office 4.3/97/2000/03/07/10, MS Mail, Outlook 97-2000/03/07/10, Office 365, SQL Server Install & Admin, AS400 Client Installs & Bespoke Database Systems. **Citrix** client configuration and install. Terminal Services administration. VM Ware Virtual Server environments. Crystal Reports Sever, Administration of Baan ERP system. Various other SQL CRM & ERP systems
- **Roll out/Migration experience** Including NT4/Win95/98/2000/XP/7, Use of image utilities such as Ghost/RIS. Networked projects include **British Sugar, Norfolk County Council, NCC Social Services, Royal Mail, Napp Pharmaceutical** with NT4 Server/Workstation, and MS Office. Installation of new hardware for Norfolk Constabulary at Force Headquarters and 3 satellite Police stations. Migration project for **Norwich Primary Care NHS Trust**, moving 2000 users from a NT4 domain to a Windows 2000 Active Directory configuring the **Citrix** clients and bespoke systems. **British Sugar**, Windows 2000 Rollout, Trox NT/2003 migration. Galloway rollout of 50 Windows 7/10 desktops & 3 Servers. Rollout of Office 365.
- **Telephone Systems Engineering** day-to-Day support of Bounty **Ericsson** telephone system. Adding new users, moving single phones and whole departments, general system administration. Administration of the company Voicemail system. Install and rewiring of State of the the Art **Cisco Voice over IP** Telephone System. Administration of remote **BT Meridian** Phone/Voicemail System. Administration of **ARC Call Centre** Management System. Administration of Mitel SX2000 & NEC Aspire Telephone & DECT Systems for Trox UK. Admin/Install of Samsung 7200 POT/IP system for Galloway
- **Apple Experience** Setting up & Updating iPhones/iPads, Email Exchange Client Config, Install and config of OSX on iMacs and macBooks, connection to wired or WIFI networks.
- **Intranet and Webhosting** Maintained local and remote hosted IIS & Linux/PHP/Perl websites. Working Knowledge of PHP/Perl/HTML /MySQL. PCI Compliance & POS Terminal. PDQ Credit Card Terminals
- **Staff Management** Mentored and supervised and supported IT Support staff both internal and sub-contracted.

PROFESSIONAL TRAINING:

- City & Guilds level 2, 7261/324 Qualified Computer Engineer
- Studying ITIL v3 Foundation
- MS Windows Server NT/2000/2003/8/12, Excel, Word, PowerPoint, Access
- Ericsson Telephone System Admin
- BT Meridian Telephone Admin
- Mitel SX2000 Telephone Admin
- Cisco VOIP Admin
- NEC Aspire POT/VOIP Admin
- Samsung Phone System Admin
- Avaya Phone System Admin

PERSONAL:

- Full Clean Driving Licence, Interests include Norwich City FC, Metal Detecting, Movies, and Eating Out.
- Live in Harleston, Norfolk. IP20 9FB