



**EER255**  
**North London**  
**£45,000**  
**Immediate**

Senior IT professional with extensive experience in MIS, data management, and analytics, ensuring accuracy, reporting and curriculum support. Skilled in device, systems and infrastructure management, leading migrations, safeguarding and operational IT projects across Apple and Windows environments. Proven ability to deliver technical support, cloud and user management and clear guidance to staff and leadership.

## **EER255**

**Senior IT Technician – Independent School**

**2014 – 2025**

### **Data, Analytics & MIS Skills**

- Served as School MIS Data Manager using Furlong / SchoolBase, owning data accuracy and reporting outputs.
- Prepared termly assessment reports and supported SLT with curriculum planning and timetable creation.
- Conducted integrity checks on admissions, registration, medical, and SEN data.
- Designed internal data lists and reporting templates, including SEN, assessment, and spellchecking reports.

### **Device, Systems & Infrastructure Management Skills**

- Managed over 300 Apple iPad devices, including user provisioning, content deployment, filtering, and safeguarding.
- Led the successful migration of iOS MDM from Lightspeed to Jamf.
- Deployed new hardware, automated software rollouts and upgrades, managed backups, and initiated resale of obsolete iPads, generating revenue for the school.
- Maintained networking, firewall, and ICT systems with a focus on security and safeguarding.

### **Technical Support & Troubleshooting Skills**

- Diagnosed and resolved a wide range of hardware and software issues across Apple and Windows environments.
- Provided responsive IT support in line with SLAs, ensuring minimal disruption to teaching and learning.
- Supported collaboration tools, including Microsoft 365, MS Teams, and shared services.

### **Cloud, Identity & User Management Skills**

- Administered users and permissions across AD, Azure, Microsoft 365, MS Teams, and MIS platforms.
- Ensured secure access control and effective collaboration for staff and students.

### **Organisation & Planning Skills**

- Planned, coordinated, and delivered complex IT projects, including large-scale system and device migrations, within strict academic timelines.
- Managed competing priorities across support tickets, projects, and termly reporting deadlines.
- Produced clear documentation, task sequencing, and training materials to support smooth operational delivery.



### **Communication & Stakeholder Management Skills**

- Acted as a key point of contact for staff, senior leadership, governors, and inspectors on IT systems, data usage, and compliance.
- Explained technical concepts clearly to non-technical users, supporting adoption of new systems and features.
- Delivered user guidance, training notes, and instruction manuals to improve staff confidence and efficiency.

### **Cisco Technician & IT Test Centre Manager – London based College**

**2007 – 2014**

#### **Organisation & Operational Management**

- Established and managed a fully functioning Pearson VUE Test Centre as Certified Test Centre Administrator.
- Coordinated exam bookings, scheduling, payments, and incident reporting.

#### **Technical & Lab Support Skills**

- Supported Cisco instructors with lab setup, maintenance, and exam preparation.
- Set up PCs, cabling, and networking infrastructure for teaching and testing environments.
- Ensured incidents and service requests complied with internal procedures and SLAs.

### **EDUCATION**

#### **FdSc Computing – Networks & ICT Systems Support**

**2007**

#### **B.Sc. Agricultural Engineering & Economics**

**2000**

### **PROFESSIONAL DEVELOPMENT & TRAINING**

#### **Python – FaraDars - Online**

**In Progress**

#### **Data Preparation and Analysis (Python) – FaraDars - Online**

**In Progress**

#### **Using ChatGPT in Python — FaraDars - Online**

**In Progress**

#### **UX/UI Design in Action – UXland- Online**

**2022**

#### **UX Design Fundamentals – UXland- Online**

**2021**

#### **SQL & SSRS/SSIS Certificates – London Academy of IT**

**2018**

#### **Web Design Level 3 (City & Guilds) – Barnet College**

**2011**