# Matthew Topping

LinkedIn: https://www.linkedin.com/in/matthew-topping-82612a40/
Full UK driving license (Clean)

## Personal Statement

An ICT Services Officer with over thirteen years' experience in the NHS and Fire Brigade, excited to be looking for a new challenge after completing a Bachelor of Engineering degree. All projects undertaken are committed to fully and enthusiastically. A self-starter ready to put skills into practice in a forward thinking organisation. Consistently striving to improve efficiency and looking for opportunities to use initiative. A driven individual motivated by learning new competencies to aid in the consultation and delivery of projects.

## Key Skills & Aptitudes

- Proficiency in O365 Admin, SCCM, SharePoint, SAP Crystal Reports, SQL and Active Directory management.
- Excellent communication skills, both written and verbal, with colleagues, clients and sub-contractors.
- Being a proactive and efficient, self-directed learner.
- Upholding the Brigade's core values to create a positive work environment.
- Managing and prioritising own workload to meet deadlines.
- An analytical mindset applied to problem identification and solving.
- A flexible approach to working covering periods sickness and annual leave. Dealing with ad hoc queries and re-prioritise workload accordingly.
- CCNSG Site Safety Passport

## Employment History

**ICT Services Officer** (June 2021 – Present)
ICT, Cleveland Fire Brigade

- First point of contact on the service desk helpline to resolve user issues and manage service provision.
- Install and maintain hardware and software at all sites across the region.
- Develop software solutions using various programming languages.
- Provide user guidance with new software e.g. Office 365
- Attend and contribute to regular service development update meetings.
- Liaise with external contractors to supervise and coordinate works that impact ICT systems.
- Update and maintain asset inventories.

**Medical Image Management System (MIMS) Administrator** (November 2019 – June 2021)
Medical Photography, South Tees Hospitals NHS Foundation Trust

- Provide a comprehensive image management service in support of clinical assessment.
- Upload images on to MIMS restricting access to authorised users in accordance with patient consent.
- Provide MIMS access to trained clinicians by maintaining user accounts and system rights to ensure data protection.
- Inputting and manipulation of data in order to maintain system integrity and accurate records.
- Analyse and troubleshoot a range of IT issues and escalate as necessary.
- First line support for MIMS system users Trust wide by troubleshooting and checking configuration settings.
- Deliver training for MIMS and image upload to department and Trust wide staff.
- Monitor user activity ensuring compliance with Data Protection and Information Governance.
- Liaise with police, social services and child/adult protection services for the preparation of images for legal cases.
- Meet with software providers to arrange upgrades and discuss future system developments.

**Imaging Support Worker** (March 2013 – November 2019)
Medical Photography, South Tees Hospitals NHS Foundation Trust

- Completed Health Information Management course in 2014/15 to progress my role.
- The first point of contact for patients, booking in jobs and transferring them to photographers.
- Managing calls and directing enquiries to the appropriate member of staff.
- Receiving and distributing all department mail.
- Provide holiday and sickness cover to the system administrator.
- Quality checking jobs to ensure data validity and identifying how errors can be resolved.
- Ensuring all data was managed appropriately and disposed of in line with UK GDPR on retention periods.
- Producing monthly activity reports for management.
- Maintaining stock levels by ordering and receiving deliveries.
- Participation in audit activities and reporting.
- Also assumed the role of fire officer for the entire office staff.

**Data Input Clerk** (September 2008 – March 2013)
Rehabilitation Centre, South Tees Hospitals NHS Foundation Trust

- Data entry of therapist contact sheets into hospital system accurately and timely.
- Managing incoming phone calls and mail.

**Employment Gap Summary** (February 2006 – September 2008)
- Voluntary work with gardener. Volunteer at the Wildlife Trust. Plastering course. Bricklaying course.

## Education

**The Open University** (September 2011 – September 2020)
Bachelor of Engineering (Honours), Upper Second-class Honours (2.1). Energy and sustainability pathway with modules including; Energy and Sustainability, Professional Skills, Structural Integrity and Mechanics, Materials and Design.

**University of Sunderland** (September 2014 – June 2015)
Postgraduate certificate in Health Information Management. Topics included process improvement for health information systems, application development and statistical representation.

**University of Teesside** (September 2000 – June 2004)
Studying BSc Computer Science; awarded a Diploma in Higher Education. Course content included programming languages, website design and database creation and administration.

## Hobbies & Interests

I enjoy keeping fit by cycling, swimming and running with the aim of taking part in a triathlon. I am a member of a virtual airline, an online community that replicates real-world flights using various flight simulators. I recently played guitar in a band which I hope to continue again. In order to continue learning new skills, I enjoy taking programming courses on Udemy.