

PAUL DUXBURY

IT MANAGER

Mobile

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Address

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Email

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PROFILE & OBJECTIVE

PROFILE

Highly technical, talented, accomplished and flexible IT Manager with proven ability to successfully direct, support, and develop IT departments and personnel. Expertise in aligning technology services and talent with business goals and focus.

OBJECTIVE

to join a dynamic growing company with the potential for professional growth, personal challenge, and team development.

EMPLOYMENT

Present

JAMES HARGREAVES IT Manager

Manage and assume overall ownership of all aspects of the IT Department including infrastructure design, implementation and production support for the organization as well as creating an atmosphere based on accountability and knowledge sharing.

Main Duties:

- Lead the strategic development, operational management and provide physical hands-on support for the company's CISCO network, MITEL voice systems and Office 365.
- Provide expert technical knowledge and training to all IT staff for CISCO network infrastructure and systems as well as develop and maintain staff progression plans.
- Design, cost, plan and implement a new VMware ESXi6.x solution to replace aging physical server infrastructure that currently supports in excess of 65+ remote branch locations across the UK. This was completed using 8 physical Vmhosts with VMware SRM 6.5. This also comprised of a completely new VPLS Infrastructure connecting all branches.
- Analyse IT infrastructure and advise / report on long term capacity planning along with network performance, and security to keep the IT infrastructure cost effective.
- Proactively research new technologies and make recommendations on any technologies that would benefit the business.
- Create policies, procedures for both technical and non-technical staff as well as implementing a change management process and making sure it is adhered to.
- Preserve assets by implementing disaster recovery procedures and security controls.
- Facilitate penetration testing and vulnerability assessments.
- Ensure any downtime is planned or kept to an absolute minimum and is managed appropriately.
- Configure and manage the companies WAN and VPLS infrastructure (comprising of Juniper firewalls, ADVA NTEs and OneAccess Routers) along with our circuit provider and advise on any improvements that can be made.
- Proactive monitoring of all network and systems and troubleshoot complex IT issues providing root cause analysis.
- Provide excellent communication and leadership skills at all levels, including stakeholders up to MD level.
- Manage and build relationships with 3rd Party suppliers to achieve a shared understanding of needs and objectives.
- Manage all IT Purchasing and Service Escalations.
- Provide detailed documentation for all aspects of the IT infrastructure, including design documents for any new projects as well as any current infrastructure changes.

2015 – 2017 ELITETELE.COM
IT Infrastructure Manager

Manage and assume overall ownership of all aspects of infrastructure design, implementation and production support for the organization.

Main Duties:

- Deliver and implement new platforms and solutions, ranging from server infrastructure to end-user devices, whilst continuing to provide a first-class support service to the company's entire IT infrastructure platform.
- Manage a team of 1st, 2nd and 3rd line engineers who are responsible for providing site support and infrastructure support across multiple sites.
- Identify and provide all necessary resources and support for the IT team.
- Design and Implement a new DR infrastructure with new datacentre presence based on HP and CISCO infrastructure hardware.
- Manage the entire IT server, desktop and network infrastructure (including datacentres in London and Manchester) to ensure that it remains stable, robust and secure as well as meeting the ongoing needs of the business.
- Ensure all downtime is kept to a minimum.
- Manage the companies WAN and MPLS infrastructure (based on Huawei and Cisco kit) and advise on any improvements that can be made.
- Proactive monitoring and updating of IT infrastructure.
- Troubleshoot complex IT issues and provide root cause analysis.
- Provide excellent communication and leadership skills at all levels, including stakeholders up to CEO level.
- IT Budget management and reporting, including 3rd party supplier management, purchasing and service escalations where necessary.

Reason for leaving: Career Advancement and new challenge sought.

2012 – 2015 STYLES AND WOOD
IT Technical Manager

Main Duties:

- Create detailed documentation for all work carried out by the IT team / department.
- Support / advise IT engineers on resolving complex technical issues.
- Manage all IT Infrastructure (including datacentres), Solutions, Installations and Projects.
- Advise on new IT systems and developments obtaining any quotations if necessary.
- Provide 3rd line senior technical support for other technical staff including in-house training.
- Manage personal development of all IT Support staff along with relevant workloads.
- Ensure and maintain multiple communication channels with Suppliers, technicians and other outside agencies.
- Manage the entire server and network infrastructure to ensure sure that it meets the needs of the business and that any downtime is kept to an absolute minimum.
- Proactively advise on any major developments or issues that may arise.
- Design and implement a resilient CISCO network infrastructure and virtualize the existing server Infrastructure utilizing VMware ESXi.
- Manage the Technical Team and direct their daily activities.
- Monitor Technical Support queries via the Support desk, Email and Helpdesk System. Schedule daily workloads for Technical Engineers.
- Support the company Active Directory infrastructure that supports in excess of 700 users.

Reason for leaving: Career Advancement

July – Aug 2012 TRIBUNE BUSINESS SYSTEMS
Senior Network Consultant

Main Duties:

- Attend customer sites to identify and resolve complex network issues with various vendor equipment such as CISCO, JUNIPER and HP.
- Attend customer sites to carry out complex network installations using a variety of vendors such as CISCO, HP, JUNIPER, HUAWEI.
- Plan and Design vendor independent secure network solutions for customers based around their requirements / budget as well as advising on best practice.
- Be the design authority for all network projects and designs for customers.
- Create detailed documentation for all work carried out.
- Carry out site network audits to identify any potential issues and make recommendations where necessary.
- Support and advise other engineers on resolving complex technical issues.

Reason for leaving: Position not as advertised.

2006 – 2012 BOLTON NHS TRUST
Network and Systems Manager

Main Duties:

- Design, Implement and manage a new NHS COIN network infrastructure to replace the existing infrastructure at a cost of £2.6M which covers connectivity of 40+ sites. This was all based on CISCO equipment.
- Design, Implement and manage CISCO LAN and WAN Infrastructure, Hardware and Software implementations as per the PCT IM&T Strategy.
- Design and facilitate the roll-out of a new NHS COIN Infrastructure to 52 General Practices.
- Manage IT developments in line with the PCT's IM&T Strategy.
- Manage IT Procurements, Solutions, Installations and Projects.
- Advise on new IT systems and developments obtaining any quotations if necessary.
- Provide 3rd line senior technical support for the PCT Systems and other technical staff including training.
- Manage personal development of IT Support staff along with relevant workloads.
- Ensure and maintain multiple communication channels with Clinical Suppliers, technicians and other outside agencies.
- Advise General Practice and PCT healthcare providers on appropriate backup, disaster recovery and business continuity processes and plans.
- Manage the technical side of GP single system upgrades and advising on the best-fit solutions for the practice.
- Manage the entire PCT server and network infrastructure to ensure sure that it meets the needs of the business and any downtime is kept to an absolute minimum.
- Proactively advise on any major developments or issues that may arise.
- Design, Deployment, Configuration and Administration of a new Cisco IPT voice solution at various sites across Bolton.
- Design and implement a resilient Cisco network infrastructure.
- Design and implement a 250k virtualization project taking 90+ physical servers to virtual.

Reason for leaving: Career Advancement and new challenge sought.

2004 – 2006 BOLTON PRIMARY CARE NHS TRUST
IT Support Supervisor

Main Duties:

- Supervise the Technical Support department and direct their daily activities.
- Monitor Technical Support queries via the Support desk, Email and Helpdesk System. Schedule daily workloads for IT Support Engineers.
- Support the Trusts Server Infrastructure.
- Support Active Directory supporting in excess of 2500+ users.
- Support and maintain the Trusts email and antivirus systems.
- Manage and maintain the Trusts backups using Backup Exec.
- Provide 2nd line support to the 1st line engineers and helpdesk staff.
- Deputize for the IT Support Manager when required
- Manage the personal development of the IT Engineers and helpdesk staff.

Reason for leaving: Internal Re-Structure / Promotion.

1999 – 2004 BOLTON UNIVERSITY
Network Officer

Main Duties:

- Windows NT4, 2000 / 2003 Domains and Server installations and support.
- Linux Based Servers such as Proxy Servers and Intrusion Detection Systems.
- Active Directory structure design and group policy setups.
- Supporting both the LAN and WAN infrastructures.
- Cisco Network Infrastructure Configuration / Installation / Maintenance.
- Alcatel PABX IP Phone System Support.
- Support the university Digital VAX VMS Servers
- Implement and Support the university Sophos Antivirus servers.
- File and Print service installations.
- Backup and Restoration of data using Backup Exec.
- Manager Microsoft Exchange 5.5 and 2003 servers.
- Windows XP Desktop deployments.
- DNS & DHCP configuration.

Reason for leaving: Career Advancement

1997 – 1999 DABS DIRECT (DABS.COM)
Field Service Engineer

Reason for leaving: Career Advancement

+ EDUCATION

1996 - 1997 **BOLTON METROPOLITAN COLLEGE**

LEVEL	SUBJECT	GRADE
BTEC	Mathematics	PASS
City & Guilds	Electronic Servicing (2230)	PASS
City & Guilds	Micro-Computer Technology (2240)	PASS

1992 - 1996 **THORNLEIGH SALESIAN COLLEGE**

LEVEL	SUBJECT	GRADE
GCSE	Mathematics	PASS
GCSE	French	PASS

+ COURSES & CERTIFICATIONS

VMware 6 Foundation Exam (Passed)	November 2016
Microsoft 70-410 Exam (Passed)	August 2016
Cisco CCNA Boot Camp (Course)	April 2015
CSCS Exam (Passed)	June 2015
Windows 2012 Administration (Course)	March 2012
Windows 2012 Install & Configure (Course)	March 2012
VMware Support & Configuration (Course)	January 2009
NetApp Support & Configuration (Course)	January 2009
Prince 2 Foundation Exam (Passed)	September 2006
IT Service Management ITIL v2 Exam (Passed)	February 2006
Cisco Secure PIX Firewall Advanced Exam (Passed)	July 2005
Implementing & Managing Exchange 2003 (Course)	November 2004
Windows 2000 Terminal Server (Course)	September 2004
Citrix MetaFrame XP Administration (Course)	September 2004
Citrix MetaFrame XP Install & Configure (Course)	September 2004
Windows 2000 (MCP 70-215 Course)	October 2004
Cisco Networking Academy (CCNA Course)	October 2004

+ SKILLS & KNOWLEDGE

NETWORKING SKILLS

Cisco ISE - Configuration, Installation, Management

Cisco Secure PIX & ASA Firewalls (Including DMZ) - Configuration, Installation & Diagnostics

Cisco Routers & Switches - Configuration, Installation & Diagnostics

Cisco Wireless Access Points - Configuration, Installation & Diagnostics

Cisco IP Telephony including Cisco Call Manager - Configuration, Installation & Diagnostics

SIP, VOIP and QOS - Implementation, Configuration and Diagnostics

IP Routing, BGP, OSPF, MPLS, RIP, RIP2, EIGRP, IGRP, GRE, ADSL, ADSL+, ISDN VPN Configuration & Diagnostics

Network Security. Firewalls / Routers / Switch Stacks - Policy reviews and lockdowns

Network Authentication - RADIUS Configuration, Installation and Management

Enterprise Wireless Protocols and Security

WatchGuard Firewalls (Including DMZ), Configuration, Installation and Diagnostics

Fortinet Firewalls (Including DMZ) - Configuration, Installation & Diagnostics

Fortinet Wireless Access Points - Configuration, Installation, Management & Diagnostics

Juniper Firewalls (Including DMZ) - Installation, Configuration & Diagnostics

SNMP, DHCP, DNS – Installation, Configuration and Management

OPERATING SYSTEMS & APPLICATION PACKAGES

VMware ESX 3.x / ESXi 4.x / ESXi 5.x / ESXi 6.x / Site Recovery Manager / vSphere / vCentre
Veeam Backup and Replication Software
SolarWinds NPM, NTA, IPAM, CatTools, Virtualisation Manager, IP SLA, DHCP Manager.
PAESSLER PRTG, Observium
NetApp Snap Manager / Snap Drive / Single Mailbox Restore
IBM V7000 Storage Manager
HP Lefthand and MSA Storage Manager
Microsoft Office 365
Microsoft Azure
Microsoft Windows Server 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 / 2019
Microsoft Windows 95 / 98 / ME / 2000 / XP / Vista / 7 / 8 / 8.1 / 10
Microsoft Office Applications (Word, Excel, Access, Visio, Project, 2000 / 2003 / 2007 / 2010 / 2013 / 2016
Microsoft ISA 2006
Microsoft Active Directory Services (ADFS)
Microsoft CRM 2011
Microsoft Exchange 5.5 / 2003 / 2010
Microsoft IIS 5 / IIS 6 / IIS 7 / IIS 7.5 / 8.0 / 10.0
Microsoft SQL Server 2000 / 2005 / 2008 / 2008 R2 / 2012 / 2014 / 2016 / 2017
Microsoft System Centre Configuration Manager 2007 R2 / 2012 R2
Microsoft Lync 2010 / 2013 / 2015
Mimecast / GFI / Barracuda Email Archivers
Citrix Metaframe & Presentation Servers 4.5 / 5.x / 6.x
Blackberry BES Servers
Sophos Protection Suite – Antivirus, Encryption and Endpoint Protection
Sophos Central (Endpoint protection, Server Protection, MDM)
Sophos Central (Email Gateway, Firewall Management, Phish Threat)
Double Take / Backup Exec
Sage 50 Payroll / Sage 200 Accounts
Linux – Ubuntu / SUSE / CentOS / Fedora - Used for Proxy servers and Network Time Servers.
Avaya Phone Configuration Manager
ManageEngine Service Desk Plus
Vivantio / sysaid Service Desk
Mitel / Avaya / Swyx Phone Systems
Eclipse Billing Platform
AirWatch / ManageEngine / Sophos Mobile Device Management

SCRIPTING & PROGRAMMING

PowerShell Scripting / Automation.
VBscript / KixScript Scripting / Automation.
HTML & ASP Coding.

INTERESTS & ACTIVITIES

Socializing
Snooker
Walking
Music
Flyball

REFERENCES

References available on request.

WORK/PLAY BALANCE

