



Jordan Craig

Infrastructure Architect

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Summary

Experienced Infrastructure Architect with a demonstrated history of working in the Education Management and IT Managed Service industries. Skilled in the all areas of the infrastructure stack with specialist experience in key areas such as Storage, Networking and Virtualisation. Proven track record of involvement with large, high-pressure infrastructure deployment, configuration, automation and maintenance.

Utilizes highly attuned analytical skills to develop IT and business strategies employing cutting-edge technologies to increase productivity. Consistently drives high standards of service through effective project management, communication, and strategic planning to develop and manage strong customer relationships. Highly organized with strong capacity to prioritize workload, delegate deliverables, lead delivery teams and steer project completion within established deadlines.

Core Competencies

- Strategic Planning
- Research & Analysis
- Team Leadership
- Training & Mentoring
- Risk Management
- Continuous Improvement
- Documentation
- Relationship Building
- Competitive Intelligence
- Stakeholder Engagement
- Budgeting
- Governance
- Customer & Staff Relations
- Project Management
- Process Improvements
- Verbal & Written Communication
- Supplier Management
- Collaboration

Technical Competencies

- Microsoft Technologies
- Automation/IaaS
- Unix/Linux
- Data Management
- Cloud Integration
- Datacenter Virtualization
- Software Defined Networking
- SAN Technologies
- Object-Oriented Programming
- Enterprise Architecture
- Network Architecture
- Data Center Management
- Solution Design
- Version Control
- Web Technologies

Work experience

Infrastructure Architect

2018 - Present

Scottish Qualifications Authority

This role was part of a newly formed team within the directorate focused upon advancing good governance and design practices within the organization and comprised mainly of the following responsibilities.

- Building a holistic view of the organisation's strategy, processes, information and technology and translating this knowledge to ensure that the business and IT are in alignment and linking the business mission, strategy, and processes of the organisation to its IT strategy.
- Championing the Enterprise Architecture capability within Business Systems and supporting the function on its implementation to support the whole organisation.
- Managing the target enterprise architecture, within the SQA change programme, working proactively with other Architects to ensure consistency of design across projects within the programme regardless of the project delivery methodology.
- Undertake design assurance on key programme and project deliverables to ensure modifications to architectures take account of relevant strategies, policies, standards and practices while ensuring that

existing and planned capabilities remain compatible.

- Develop, communicate and enforce design principles, strategies, policies, standards and practices to ensure that appropriate standards (corporate, government, industry, national and international) are adhered to.
- Provide consultancy and advice on technology infrastructure change and the impact of that change on an enterprise level to ensure compatibility with the technical architecture.
- Develop the content of all technology infrastructure aspects of SQA's EA framework, procedures, processes and tools to support the EA capability.
- Create high level and detailed solution designs to support business areas during development stage of business proposals, specifically focusing on the technology infrastructure.
- Represent Business System's interests at meetings/forums to ensure the directorate is fully informed in relation to all associated activities.
- Develop key relationships with external government bodies, vendors and organisations in the educational arena to ensure policies and industry trends are being incorporated into SQA's architecture vision, specifically focusing on the technology infrastructure capabilities.

Senior Infrastructure Engineer

2017 - 2018

Scottish Qualifications Authority

In this role I have been primarily focused on maintaining and developing SQA's internal infrastructure; as well as helping to influence the strategic direction of technology, process and people. I have led several large scale technical deliveries from conception to completion, ensuring that appropriate levels of governance are applied and that the delivery follows the strategic direction set out, whilst being as pragmatic as possible.

I am currently leading the most significant infrastructure change that SQA has undertaken for a number of years and the role I play ensures that the infrastructure changes taking place address key areas of risk and delivers an improved service to our stakeholders in a cohesive manner. My key responsibility is to ensure that changes being made across the infrastructure can be carried out without risking the delivery of other key phases.

Some other key aspects of the role are;

- Acting as senior escalation point for all technical issues.
- Infrastructure representative on the design authority, ensuring that new developments and proposals adhered to key technical strategy.
- Instrumental in orchestrating change within the infrastructure team to ensure better practices and processes were followed or created in order to streamline tasks and change.
- Developed and implemented key tooling to reduce instances of human error or deviation within the team, enabling productivity gains in areas of contention and overall cost saving.
- Mentoring and upskilling of other members of staff within the team by sharing experience and knowledge gained through exposure to hundreds of different environments throughout my career thus far.

Consultant

2013-06 - 2016-12

NVT Group

In the role of Consultant I provided consultancy and support across a wide range of infrastructure technologies and IT services. Key subject matter expert for virtualization, network storage and data management.

I was primarily responsible for the design, delivery and integration of solutions across NVT's key accounts, working with large companies and public sector bodies such as:

- Heineken
- Crown Office and Procurator Fiscal Services
- Aggreko
- Chivas Regal
- North Lanarkshire Council
- Student Loans Company
- Scottish Wildlife Trust
- Police Scotland

During these engagements, I would work with stakeholders at all levels working to various different aspects of commercial exposure. These engagements would typically be high-pressure, sensitive projects and required significant expertise, confidentiality and level-headedness.

XDA Developers

Led the core team responsible for the development of the Android application used by millions of members of XDA Developers. During this time, I managed investor expectations, key project activities, tickets and issues as well as developer on boarding and training. I was additionally responsible for ensuring that developers submitted timesheets and that their quality of work reflected the time submitted.

Projects

Baku 2015 - 1st European Games

Responsible for ensuring the successful delivery of critical results and broadcast services at various venues across Baku in the lead up to competition. This phase of my role saw myself acting as technical architect for venue infrastructure design, with responsibility for final sign off and validation prior to go-live. I worked with venue technology managers to produce localized governance unique to each venues function and responsibilities.

During competition time, I was the Level 3 Consultant who managed the Technical Incident Response Team, responsible for ensuring the consistent delivery of service through timely response and resolution to critical service issues. To ensure service levels, engineers skills and incidents had to be prioritised against ongoing and upcoming events, shift rotations, traffic levels, weather and a myriad of other factors.

Ryder Cup 2014

A key member of the core project team responsible for ensuring the successful design, deployment and integration of all technologies and infrastructure used in the delivery of the Ryder Cup 2014 tournament. I was the first member of the team onsite prior to the design phase and therefore was responsible for requirements gathering, site surveys and partner liaison.

Based in the Technical Operation Center during competition time to act as the primary escalation point for critical services and managed customer expectations during service affecting incidents.

Glasgow 2014 XX Commonwealth Games

Key member of the venue infrastructure design team, responsible specifically for network infrastructure design, deployment, integration and validation. This role involved working with various partners at all levels of competition to ensure that their needs were catered for before, during and after competition.

Additionally, I managed small mobile support teams responsible for the timely resolution to critical network incidents that had an impact on broadcast or competition. This team was made up of mainly volunteers and therefore, required more support than would typically be expected of a support team, in terms of on-boarding and during issues.

Education

Bsc Computer Networking

2011 - 2016

University of West of Scotland

Community Involvement

DEFCON Glasgow

DevOps Glasgow

Docker Glasgow

VMUG Scotland