Mark Chambers

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**Profile**

I am currently an IT Service Manager, with 20 years’ experience in the industry. I started my IT career as a Junior Technician in the Accounting sector, initially looking after software installations and basic hardware faults. I gradually progressed to Technician level, having immediate responsibilities for Active Directory administration and all hardware and software maintenance/configuration across multiple sites in the East Midlands. Throughout my time at the company, I also progressed my networking skills, being responsible for patch panel management and switch configuration, until the company centralised it’s IT Services after being taken over.

Having had any chance of progression removed, I then joined Nottingham High School as their sole IT technician. After a year with identical responsibilities as my previous role, the IT department had a shake up and I was promoted to IT Service Manager, with responsibility for one technician. My primary responsibility is for every aspect of IT Support within the school, including logging incoming calls on our Solarwinds helpdesk, assigning SLA’s and ensuring these are dealt with within timescales set by our ITIL guidelines. All of this is alongside being one of the schools Office 365 administrators, MDM Manager, and any other tasks that help the team achieve its goals in looking after the customer. I also deal with third parties and Senior Management on a daily basis, forging successful working relationships with them. I therefore have no issues in communicating, technical and non-technical, with any user in the schools hierarchy.

I am also keen on self development. Through the years, the school has supported me with training, which has resulted in me becoming Microsoft Certified in various areas of technology. I am also qualified to ITIL foundation level, ensuring I have a solid understanding of the support structure required for a successful IT helpdesk team.

I pride myself on quality of support from myself and my small team, with a large focus on customer service. I am a flexible, approachable and hardworking individual with excellent communication skills, a good sense of humour, and understand the need to put users at ease when they are experiencing frustrating technical issues. Along with the ability to juggle multiple tasks, I am driven to ensure all jobs are seen through to the end, and that the customer is satisfied with the outcome. As an IT Service Manager who is focused on the helpdesk side of support, effective support for the customer is paramount.

**Career Detail**

*Current:*

* Nottingham High School

Waverley Mount

Nottingham

NG7 4ED

Position Held: IT Service Manager

Current Salary: 26,500 pa

Time With Employer: 2003 - Present

Main Responsibilities:

* Provide technical support to Academic/Non-Academic Staff and Students
* Installation/support of all Staff Desktops/Laptops
* System administration through Microsoft System Centre (SCCM)
* Hotfixes, troubleshooting procedures and liaising with external technical support as required
* Log incoming calls, define and prioritise the IT Support desks workload, including allocation of SLA’s, in line with the schools ITIL guidelines
* Administration of all aspects of Office 365, including Exchange and Sharepoint
* Line manage the IT Technician(s), including allocation of work and priorities. Direct, monitor and review their work on a regular basis to ensure effectiveness in meeting the changing needs of the school
* Provide day to day support of the schools network, alongside the Network Manager, providing monitoring and administration to all servers, both physical and virtual, including Active Directory support and folder security
* Support and administration of the schools large iPad estate, using the JAMF Mobile Device Management solution and Apple DEP
* Support of all the School’s Audio Visual equipment
* Alongside the Head Of IT And Infrastructure, assist with the entry of budget bids to annual ICT budget
* Purchasing of all hardware/software from the schools agreed ICT budget, including specification and sourcing of all staff/student hardware
* Administer the schools Papercut print management system
* Maintenance of the Mitel VOIP Telephone system
* Training of staff on a one to one basis where required
* Tech support for external events
* Alongside the Estates Manager, ensure redundant school hardware is recycled correctly and certificates are received
* Ongoing investigation of new IT technologies, alongside the Network Manager and under the direction of the Director Of ICT

**Reason for leaving**: I wish to seek a new challenge. The chance for progression is education is well known for being difficult, and I feel the time is right for a fresh outlook on the world of helpdesk support, and to gain an opportunity to further my skills and career.

*Previous:*

* Tenon Financial Services

Gregory Boulevard

Nottingham

Position Held: IT Technician

Salary: 10,000 – 15,000 pa

Time At Employer: 1998 – 2003

**Professional Qualifications/Certification**

* **MCP**

Microsoft Technical Associate – Windows 7 OS

Microsoft Technical Associate – Server 2012

Microsoft Technical Associate - Networking

(Microsoft Certification ID 11842579)

* ITIL Foundation (2005)

**Education**

* **Intec Business College (1997 – 1998)**

NVQ Level 2 Information Technology

NVQ Level 2 Customer Services

* **Carlton Le Willows Secondary School**

September 1991 – April 1996

8 CGSE’s Grade B - E

**Hobbies and Interests**

Keen interest in sport, particularly Rugby and Football, and am a proud season ticket holder at Nottingham Forest. I enjoy writing fiction, gaming (the kid in me!) and getting out and about. Love socialising, family and friends and incredibly important to me.

**Referees**

* Jim Christie

Head Of IT And Infrastructure

Christie.ja@nottinghamhigh.co.uk

Nottingham High School

Waverley Mount

Nottingham

NG7 4ED

* Rev. Phil Williams

Vicar

[office@st-james-nottingham.org.uk](mailto:office@st-james-nottingham.org.uk)

St James Church

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Mapperley

Nottingham

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