**Curriculum Vitae of Ian White**

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**Availability:** 1 month

**Profile**

A wealth of technical knowledge on application support, sql using Ingres. Good knowledge of Internet and Intranet technologies. Experience and knowledge of Active Directory and Microsoft Exchange. Good working knowledge and experience of using Microsoft products. Good communication skills from dealing with customer enquiries via the telephone, face to face email. Happy and willing to learn new skills.

**Career History**

**Spire Healthcare – Service Desk Analyst**

18th September 2017 – present

* Working on a Service Desk Shift Team for Spire Healthcare, logging calls on Landesk from telephone telephone calls and email enquires.
* Setting up new users in Active Directory, Exchange, RIS, Clinic Viewer, iQemo/Ardeo, Labcentre and other applications that are used within Spire Healthcare based on their required level of access.
* Providing first line fixes by remote access, pushing out software to users pc’s or escalating to 2nd line or Platform Support.
* Managing email accounts, shared mailboxes and distribution lists.
* Running Anti-Virus checks.
* Performing upgrades to DGL Practise Manager.
* Updating software on pc’s using Ivanti,
* Remote control of pc’s using Ivanti and Dameware.

**Capita IT – Food Standards Agency – Service Desk Analyst**

2nd May 2017 – 30th August 2017

* Working on a Service Desk for Capita IT as part of the Food Standards Agency, face to face, telephone and email. Logging calls in Service Now and responding to calls in line with agreed SLA’s.
* Creating new users for Active Directory (AD) and Non AD users, removing access when users leave the department.
* Providing first line fixes and escalating to 2nd line where applicable.
* Providing remote access for home, office and plant based users.
* Installation of application on Smartphone’s for users – Good and Blackberry.
* Managing Outlook via GSI Exchange.

**Unemployed** 18th February 2017 – 2nd May 2017

Whilst out of work I used this time to study for my ECDL Level 2 which I passed.

**PROACTIS – Technical Support Analyst**

18th July 2016 – 18th February 2017

* To log, triage, investigate and resolve support cases raised due to issues with the use of the PROACTIS suite of Spend Control & eProcurement Software Solutions. These cases are logged in both the main PROACTIS Central Helpdesk (written by PROACTIS) and where required the PROACTIS Supplier Support Systems from phone calls, emails, Contact Us responses from the websites and from cases logged within the system by the customers.
* To assist in managing and maintaining the PROACTIS Hosted Environments in the UK and the US and performing the role of system managers for those customers who host their PROACTIS Software with PROACTIS. PROACTIS follow an ITIL Approach to manage and maintain any change within these environments.
* To perform a review of Daily Checks on the Hosted Environments and act on any outcomes, investigating and resolving issues where required.

Whilst I PROACTIS I learnt some aspects of writing sql’s using MS SQL Server 2014

**Leeds City Council Revenues and Benefits Department – Business Continuity Officer**

March 2004 – 15th July 2016

* Working on the Business Helpdesk supporting users on Academy, Iclipse 9maging system, Powersolve, Civica Financials, Outlook Email, Microsoft products.
* Investigating faults reported via the Team Email address.
* Resolving known faults in the tables to enable to user to continue with processing the claim/account. Documenting evidence of the resolution to enable other team members to resolve and for training of new staff.
* Refer faults to the software supplier for resolution via their website, email or by telephone where an urgent response is required.
* Monitoring of outstanding call, chasing with software supplier when needed.
* On documentation of the resolution from software supplier, fix the claim/account by manipulating the tables via qbf to correct the benefit claims and council tax accounts and document new resolution.
* Answering telephone and email enquiries to the Helpdesk.
* Helping users face to face, telephone, email and via remote control on the systems my team supports.
* Supporting the Benefits, Council Tax and Business Rates, granting and removing access rights to the system.
* Updating Academy batch programs and making sure the programs have run correctly and provided the correct output.
* Importing data into the Academy system to report data for management extracts.
* Supporting the Iclipse document imaging system and the integration between the Academy and Icipse.
* Powersolve financial resetting 1st and 2nd level passwords, running programs from a command prompt (Replaced by Civica Financials).
* Civica Financials setting up users, resetting passwords, running programs.
* Some experience of Crystal Reports.
* Experience of Microsoft products Access, Excel and Word – formatting of data etc.

**Testing/Project Work**

In 2003/2004 I worked on a project on the implementation and procurement team where I looked at replacing the Old Benefits & Council Tax System to Academy Benefits, Council Tax & Non Domestic Rates.

* Fully tested two systems to see which would meet our needs.
* This involved system testing on all Housing and Council Tax Benefit claims.
* Creating test plans for the numerous stages of the implementation and data cuts to convert a caseload of 150,000 claims.
* Testing each stage of implementation right through to the final live conversion.
* Running Batch Programs.
* I spent a full week at the software supplier’s office to testing the Education Benefits system to award Free School Meals and Clothing Vouchers.
* Completed the migration on time (12 months).
* Cleansing data once the system had gone live.

**Capita Academy upgrades v34 to v69**

* Been involved in rolling Academy system out to over 1000 users with varying access levels depending on their business needs.
* Numerous updates successfully delivered on time (which included three end of financial year upgrades).
* Completed four Education Benefit System year ends.
* Introduction of home workers to testing process.
* Successful completion of business input testing.
* Model Office structure streamlined.
* Separate work area testing implemented.
* Successful handover of upgrade testing from technical desktop to business.

**SQL –** I have no formal training in the use sql, this was either from colleagues or from searching the Internet for solutions if I encountered a problem.

* I have built up a large amount of knowledge and experience writing sql’s since 2005, more recently I have developed my sql skill set on MS SQL 2014 to datafix.
* Writing sql’s to extract data and update tables from an Emulator session or from a command prompt. Sql’s written vary from basic extracts to complex sql’s with over 2000 lines of scripting e.g. creating temporary tables, updating temporary tables to extract data or update the main tables.
* Have wrote numerous sql scripts to provide management information
* Bedroom Tax – one off report to Head of Service to report who and how much customers would be worse off when the Bedroom Tax was introduced.
* Council Tax Support – similar to bedroom tax but for the introduction of CTS.
* Live Caseload Breakdown – monthly report using a control script that would
* Create a main table
* Insert data into the main table
* Create lots of temporary tables and would update the main temporary table with the data where the claim numbers matched.
* Select sql that would save the file to a csv file and save it on the server.
* An sql that would delete all the temporary tables.
* Script that would move the file from app/home/aisdba to another folder on the server where the following morning all reports would be moved from the server to the relevant folders on the network.
* All within the deadline which provides invaluable information on which customers would be affected.
* Incorporating command prompt’s into overnight processes which output’s the data into a csv format, ready for users to work from the next morning.
* Fixing integrity errors on claims so that users assess the claims without any errors, these include both front and back end resolutions. This was either resolved claims by manually amending the claims within the tables via qbf or occasionally sql.

**DBA** – Similar to sql in that I taught myself some areas of dba, however as I wasn’t a dba I only had partial access to the system.

* Monitoring of the Academy system along with identifying and clearing locks. I have provided training to the rest of the helpdesk on this task but due to the complexity and inconsistency in fault identification this task regularly falls back to me.
* Checking the assessment queue to identify if claims have gone through, in the queue or have finished. Removing ghost records from the queue that have completed.
* Stopping and starting the scheduler, referring the claims stuck in the assess queue back to the business so they can be investigated.

**Home working operation working alongside the Council’s IT Department**

**Targets achieved:**

* Target of 40 home workers on ADSL to be installed and working by end of 2008.
* Process streamlined from initial approval to final installation
* Closer working between sections implemented
* Service Level Agreement passed and signed off by all parties involved
* Procurement process amended to allow equipment to be purchased cheaper (a saving of over £150,000 from this process so far)
* 40 Home workers now set up using VPN after the changeover from ADSL.

**Education**

**City of Leeds High School**, Bedford Field, Woodhouse Cliff, Leeds, LS6 2LG 1980 – 1983

CSE’s in Maths, English, Geography, French, Metalwork, Science

**Park Lane College** – BTEC National Diploma in Public Administration 1992

**ECDL Level 2 2017**

Excel 88% passed

Word 94% passed

PowerPoint 88% passed

Improving Productivity 93% passed.

**References**

Available on request.