Roy Morris

**ICT Support Professional**

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**Personal Profile**

Solutions-oriented IT Support Specialist with notable experience in providing Telephone, Remote and Field-Based support to multiple sectors.

Excellent leadership abilities; able to coordinate and direct while offering motivation. Also adept and able to contribute as part of a team while taking direction from others.

Track record of providing a high level of service within agreed Service Level Agreements.

Demonstrated capacity to implement and observe standard operational procedures according to ITIL Service Delivery standards with regard to Incident, Change, Release and Capacity Management.

Hands-on experience of server management within corporate networks of varying sizes.

Outstanding communication skills and advanced proficiency in customer interfacing situations. Experienced in communicating on technical functions and processes to non-technical users.

**Core Competencies**

Network support Service Desk Management

ITIL Foundation v3 VPN and remote working

Mobile Working Team leadership

2nd & 3rd line support User training

HP/Dell/Lenovo Software support

Desktops & Servers Remote support

Coaching and Mentoring

**Key Software proficiency**

MS Office (to 2016) Windows Server (to 2016)

LANSweeper Windows Client OS (to 10)

AeroHive SCCM

MaaS360 Cherwell

Linux (Debian/Kali) Active Directory

VMWare ESXi Mimecast

Exchange Server SQL

Cisco Callmanager Avaya Siteadmin

Skype for Business Sharepoint

**Professional Experience**

Accent Group, Shipley September 2010 – Present

**Application Support Analyst.**

**Previously (Technical Specialist / ICT Technician/Acting Service Desk Manager)**

Recruited initially to perform 1st and 2nd line IT support. My experience, dedication and desire to improve meant that I was entrusted to help manage the network infrastructure consisting of a single native mode domain carried over HP managed switches and both physical and virtual servers running Windows Server 2008-2012R2 (standard and datacentre). This includes Email services on clustered Microsoft Exchange Server 2013 servers. As the longest serving member, I am considered the “go-to” person for support, coaching and mentoring other members of the team. In order to achieve this, I am often required to develop my skills in more specialist areas (e.g., learning housing management processes in order to better understand the business requirements for the housing management system). Any new skills and knowledge I obtain that are pertinent to providing high quality support are then trained out to my colleagues so that a consistent customer experience is available. This leadership mantle developed into a more conventional management level as I acted as Service Desk Manager during a transitional period where a new corporate structure was being implemented. I also support the end user workstations (desktop and laptop devices running Windows 7, 8.1 and 10) and mobile devices (phones and tablets running iOS and Android, managed by MaaS360). Although many of this support is performed using administration consoles and remote support tools, there are many occasions where I am called upon to travel considerable distances across the country to complete these tasks.

Along with reactive support, I have performed as the technical resource in multiple projects including BYOD, Mobile Working, Telephony upgrade (using Skype for Business and Geomant) and the commissioning of SCCM. In addition, I have developed my skills to the point that I am also the main technical resource in charge of Cherwell development and support. I also operate within an ICT Security capacity as I perform regular threat assessments of Accent’s ICT infrastructure and social presence. This includes using penetration testing and ethical hacking methodologies to assess the corporate web presence for potential foot-printing issues such as vulnerable websites and social media presences to ensure that any communicated information cannot be used for malicious purposes. I am regularly required to perform development and system maintenance tasks. Due to the nature of many of these high-level tasks, they are scheduled to occur outside of the standard office hours.

*Key Contributions:*

* Introduced and maintained Known Error Database and implemented a multiple incident operations roles within the team, ensuring all requests are evaluated via a triage system so that they can be resolved within the deadlines agreed within the SLA.
* Implemented a CMDB to track hardware from purchase to appropriate disposal
* Provided specialist technical support during the “go-live” period of a new housing management system.
* Acted in a team-leader capacity performing tasks including job allocation, rota implementation and delegation of project work.
* Implemented and maintained System Center Configuration Manager (SCCM) system for software metering, updating and deployment.
* Acted as the technical resource for major office relocation projects
* Developed emergency communication protocols, sourced, and configured a network broadcast tool as part of this process.
* Installed linux-based presence management checkpoint devices to improve staff visibility in high footfall areas.
* Utilized Raspberry PI devices for small-scale linux system deployments.
* Performed basic network level security penetration tests using Kali Linux during the WannaCrypt scare.

Church of Jesus Christ of Latter-Day Saints Oct 2009 – September 2010

**Ward Mission Leader / Computer Advisor (Voluntary Service)**

Co-Ordinated a team of 10 (2 full time and 8 part-time) ensuring that all their requirements and targets were established and met. All weekly figures were then reported and analysed during leadership meetings. During a period of promotion of Family History work, my services were called upon to offer desktop support. This involved system hardware upgrades, patches and updates as well as router configuration and general usage advice.

Symingtons, Leeds May 2009 – Sep 2009

**Lead IT Support Consultant (Temporary Contract)**

Recruited to assist in the day to day support of the Symingtons network infrastructure. The company has a network that spans around the Leeds-Bradford area with servers of various ages and operating systems ranging from Windows 2003 SBS to the occasional Linux server. Many users access the network from home via VPN or access email through handheld devices such as Blackberrys or HTCs.

Skye Consult, Leeds Sep 2008 – Apr 2009

**IT Manager**

The position involved coordinating a team of 20 as well as performing the work myself. Travelling to sites throughout the UK ranging from small Skye satellite offices to large sites and offices for companies such as Network Rail and BUPA. Primary duties also included large scale hardware rollouts as well as performing site surveys and network topographies which were then submitted to head office as Visio documents.

Worth Communications, Keighley Mar 2008 – Sep 2008

**IT Consultant**

Recruited to provide telephone and on-site support to external clients with regards to their software and hardware issues, general administration and care of the servers (including backups), IT security, DR, BC and PC integrity.

Corporate Document Services, Leeds Sep 2007 – Mar 2008

**Network Support Engineer (Temporary Contract)**

Recruited to provide 2nd/3rd line support with regard to software and hardware desktop issues, general administration and care of the servers (including backups), IT security, DR, BC and PC integrity. Supporting IBM compatible and Apple hardware, HP Procurve, Blackberry and Dell Server technology. Supporting configuration, upgrading, patching and general faults with Microsoft Operating Systems, Application software and design software (including Adobe Creative Suite and AutoCAD)

DLA Piper, Leeds May 2007 – Sep 2007

**Service Desk Analyst (Temporary Contract)**

Recruited to provide 1st/2nd line support with regard to software issues, general administration and care of user accounts and network resources. Mobile working support via VPN and Blackberry.

Fox Hayes Solicitors, Leeds 2004 – May 2007

**System Engineer/Network Manager**

Recruited to perform administration and support of the end-users with regards to their software and hardware issues, general administration and care of the servers (including backups), IT security, DR, BC and PC integrity monitoring and supporting the firm’s VOIP telephony system. All work was completed in accordance with strict and pre agreed SLAs.

Highways Agency (Through Ameysis), Leeds 2002 – 2004

**Service Desk Analyst**

Recruited to provide 1st and2nd line support with regard to software and desktop issues and general administration of network resources in Active Directory. All work was to be completed within strict SLAs and with constant communication with clients and service management.

Elonex, Bradford 1999 – 2002

**Senior Field Service Engineer**

Recruited to offer onsite support and large scale PC rollouts across the North of England. Break fix solutions provided for Elonex branded IBM compatible desktop and laptop PCs. Clients included local authorities, schools and healthcare providers.

CCL Computers, Bradford 1996 – 1999

**Senior Support Technician**

Provided hardware support on a customer facing support desk and test bench environment. Provided ad-hoc telephone support for external clients with hardware and software issues.

Excellent references are available upon request. Recommendations can also be viewed on my LinkedIn profile.