**Steve Godson**

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**IT Technical Support Manager**

*Multifaceted technical career with 20-year track record of innovation and success*

IT manager with over 15 years’ experience leading technical teams and Projects, over 20 years technical experience in many IT disciplines including Cisco Networking, Windows, Windows Server, Wintel, VMWare, Avaya telephony, Active Directory. Results orientated, security cleared (MOD and HO), pragmatic, critical thinker and communicator who leads by example in demonstrating best practice and championing professional service delivery. Confident, adept and decisive in working in challenging situations. Demonstrates strong stakeholder management skills to engage and build strong and trusted relationships. Consistently displays insight and shrewd judgement with the ability to devise innovative technical solutions for IT Infrastructure, Virtualization, Telephony, Disaster Recovery, Service Desk, Training and IT Security.

**Core Competencies:**

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| --- | --- |
| * + Full Life Cycle Project Management   + Systems Launch / Implementation   + Application Support   + Cisco Networking   + Client Relationship Management   + Windows Server 2003, 2008, 2012 & 2016   + Avaya Telephony Management & Configuration | * + Quality Assurance and Testing   + Backup and Recovery Strategies   + Infrastructure Management   + Problem Resolution / Troubleshooting   + Operational Management / Team Leadership   + VMWare, ESXi and vSphere   + Windows XP/7/8/8.1/10 |

**Professional Experience**

DXC.technology / Computer Sciences Corporation, Chesterfield

**Customer Support Services Technical Infrastructure Manager** 12/2004 – To Present

* Multi-faceted role with responsibility for all UK based DXC Sites and helpdesks.
* Managed technical IT Support teams for over 15 years.
* Successfully led a number of critical technical projects, recognised for operational and delivery excellence in building and engaging high performing teams. Projects include: multiple OS and server migrations, hardware refresh rollouts, server installations and builds, building new helpdesk for new clients and telephony installations.
* Consistently leverage strong technical knowledge and experience to deliver projects on time and in budget.
* Provide critical interface across internal teams underpinned by strong stakeholder management skills.

***SELECTED PROJECTS:***

**Full Site Power Down**

* Successfully led the project delivery of a full site power down and subsequent power up for DXC at one of its main sites, encompassing all site servers, telephony and network comms equipment.
* Coordinated and scheduled resource plans to ensure 24/7 teams were in place through extensive liaison with customer and 3rd party suppliers.
* Orchestrated the power down by physically being on site and resolved issues where appropriate. Included troubleshooting and correcting comms issues including successfully enabling WAN optimiser to return on power up.

**Design and Build for a Local Comms Room**

* Scoped and defined the LTMs and PTMs to show designs for comms room, racks and network equipment.
* Led the installation of structured cabling between network switches and patching frames.
* Maintained strong budgetary management through redeploying existing network switches and reconfiguring them into the new setup.

**Disaster Recovery /Business Continuity**

* As Service Desk Business Continuity Manager proactively transformed the operation through implementing innovative solutions that allowed the service desk agents to be fully mobile, therefore significantly reducing the risk of non-service.
* Solution included IP telephony over ADSL and VPN, providing there was ADSL broadband line Service Desks could resolve any issues.

**Resolution Architect**

* Relied upon internally across both CSC/DXC to swiftly determine and resolve incidents that have moved into the problem management area adopting a holistic and diagnostic approach due to deep knowledge and expertise across all disciplines inc Windows, Server, Wintel & Networking.
* Fix the issue as appropriate or facilitate engagement with specialists to resolve.

**Service Desk Operation Manager**

* Seconded to run a full Service Desk supporting a critical customer alongside fulfilling technical role.
* Built, coached and developed high performing teams aligned to meeting operational SLA’s and KPI’s.
* Actively participated in regular daily meetings with the Customer and Head of Account reporting on call volumes, discussion of issues and proposed projects and refreshes.

**Head of Security – UK Service Desks**

* Established robust security protocols and was the 1st point of contact for any security incident.
* Chaired monthly security meetings with an agenda that covered discussion of threats and exploration of fixes and preventive measures.
* Delivered security induction workshops for new starters and annual refresh workshops for existing Service Desk staff across multiple sites.
* Leading member of the Thread Response Team, responding to any threat on the corporate infrastructure.
* Wrote and rolled out security policies to minimise the threat of introducing malware infections into the business.

***Earlier Career:***

*Technical Lead – Infrastructure* *(1/2004 to 12/2004)* *CSC Computer Sciences Corporation, Chesterfield*

*Remote Resolution Manager/Team Leader (North East) (4/2002 to 1/2004) Royal Mail*

*Remote Resolution Engineer, Leeds (1/2001 to 4/2002) Royal Mail*

*Field Support Engineer (3/1999 to 1/2001) Royal Mail*

*Front Line Mail Centre Manager (9/1985 to 3/1999) Royal Mail*

**Professional Qualifications and Credentials**

**ITIL Foundation**

**Basics of Six Sigma Project Management**

**Training, Certifications & Practical Application**

Microsoft Certified Desktop Support Technician (MCDT)

Cisco (CCNA)

Dell VCE Certified Professional

Windows XP/7/8/8.1/10

Windows Server 2003/2008/2012/2016

WINS/DNS

VMWare / Vsphere

Avaya telephony systems

SQL 7