Clive Richardson

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Nationality: British

Summary of qualifications

ITIL Foundation Certificate

Lotus Notes Certified Lotus Professional (CLP)

Certified Novell Engineer (CNE)

Apple Mac Technician

Education

City and Guilds Electronics and Communications Technician

O levels in Physics, Chemistry, Biology and Art

CSE in English, Mathematics and Technical Drawing

Professional experience

March 2019 to Current Date

**SharePoint and Office365 Support Analyst**

Employed at **RES Ltd** the world’s largest independent renewable energy company at the company headquarters in Kings Langley, Hertfordshire. RES operates globally with over 2200 employees with offices in the UK, Ireland, Australia, Denmark, Finland, Sweden, France, Germany, Turkey, USA and Canada.

I am responsible for the support and administration of the global company SharePoint system during the migration of the company systems to a full online SharePoint system from SharePoint 2016 on premises system.

Duties include:

To provide technical support for the IT systems managing the underlying Microsoft technologies including systems administration and access rights.

Implementing changes and configurations within central SharePoint system including upgrades and changes to services.

Interacting with system users to understand their requirements and manage how these are progressed to provide high quality solutions.

To assist in the support and development of SharePoint included the use of custom automated information management solutions using SharePoint Designer to deliver efficiencies in working processes

Providing practical assistance and training to non-technical staff so that they get the best from the systems including creation of systems documentation, How To guides and End User training guides and video guides.

Liaise with third party support organizations to ensure that external support issues are resolved in a timely and efficient manner.

To identify and suggest improvements in working procedures and practices to get the best from the managed systems

Provision Team and group sites, managing and maintaining them, controlling access and sharing services.

Managing external sharing and controlling external companies access to the RES SharePoint system.

Face to Face and remote user support of all end users of the SharePoint system.

Applications supported include SharePoint, MS Office365, OneDrive, Yammer, Teams Nintex Document management, Active Directory, Azure, Service Now Help Desk.

Project work undertaken.

Migrating data from ECM document management system to SharePoint online system using Nintex workflow management

Migrating Sites and data from SharePoint on premises to SharePoint online.

Producing online video training and How To documentation for end user training to ensure better use of the SharePoint system.

Producing KBA guides for Service Now Helpdesk to enable support desk colleagues to be able to resolve SharePoint issues without the need to escalate.

Nov 2014 to Feb 2019

**Help Desk Engineer**

Employed at **John Sisk & Son** a multi-billion-pound turnoverinternational company with Civil Construction, Rail construction, Pharmaceutical, Healthcare and Distribution divisions. Based at the UK headquarters near St Albans, Hertfordshire. Responsible for first / second line support of all company Staff and services regardless of their worldwide location. Systems supported include **Windows 7/10 MS Office 2010/2013/ 2016, Outlook 2010/2013/2016**, **Office 365, SharePoint, Citrix Virtual Desktops, ServiceNow Helpdesk call management systems**, **CITRIX secure remote access for remote working, Primavera P6 and Asta Project management software, BIM Systems, AutoCAD, Apple smartphone systems, iPads, Dell Desktops and Laptops, Corporate image builds. Also responsible for the purchasing of all UK software and hardware.**

June 2014 to Nov 2014

**Help Desk Engineer**

Employed at the **London Borough of Waltham Forest ICT dept**. Helpdesk engineer responsible for the front line support of all council IT systems including **Windows 7/8 MS Office 2010/2013, Outlook 2010**, **Citrix Virtual Desktops** for secure work environments **Supportworks Helpdesk call management system**, **Aventail secure remote access for remote working**, Framework I CRM system, SAP based CRM systems, Avaya Call Pilot **VOIP** and virtual fax telephone system, **Egress and GCSX secure email systems, Symantec enterprise antivirus and Bitlocker hard drive encryption** to support the councils data protection policies. Follow Me managed network printing services and a whole host of other software systems used in a large busy London borough council.

2003 to June 2014

**Schools Support Engineer**

Employed by the **London Borough of Enfield Education dept**. Responsible for the ICT support, development and management of over 30 sites comprising of a mixture of primary schools, 14 to 19 year old education center’s, Enfield Training Services, a City and Guilds certified training college. All of Enfield youth center’s, Behavior support center’s and Pupil referral units, the Enfield Connexions youth careers service and various charity organizations affiliated to Enfield council. **Computer security systems implemented include Sophos enterprise antivirus and Bitlocker hard drive encryption** applied to thousands of laptops and desktop computers to comply with council data security protocols. Virtual desktop remote access systems for home worker using **Citrix** remote client access via the internet. Desktop and Laptop packaged **Window 7/8 builds** via MIS software build / deployment packaging systems Software systems supported include Windows 7 OS, Server 2003 and 2008 Active Domain, **Office 2003 /2010 / 2013 and Office 365** to provide cloud access to documents to link into the Virtual Learning Environment systems being implemented in Enfield Schools for use by all Enfield teachers and pupils. **MAC desktops, Laptops and iPads**. **Google Apps** for Education, **Gmail, Outlook and secure email systems**. In the last eleven years whilst working for the Enfield education dept. I have been responsible for the design, installation, configuration and support of over 20 curriculum network systems utilizing windows 2003and 2008 **Active Domain servers and Gigabit networks** and the ongoing support and development of 16 school admin networks using RM Integris MIS schools management software. I am also one of the administrator support team helping schools in Enfield implement MLE and VLE systems based on the Fronter system implemented on the London Grid for Learning broadband network. **I also implemented the installation of the London Grid for Learning broadband system and associated school networks into over 60 primary schools in Enfield.** Recent major projects include migration of all supported schools to Pearson Phoenix E1 MIS schools management system which has been selected to replaces RM Integris which has now reached the end of its operational life and project managing the IT systems for a new £3.5 million youth center and community contact center. I also provide the advice and guidance to all supported services with regard to new systems development and purchasing of new computer equipment utilizing OGC10 purchasing contracts to ensure best value in all purchasing undertaken.

1999 to 2003

IT Support Manager for Subterra a division of Thames Water based in Cockfosters with sites all over the UK and over a thousand employees.

I was responsible for the management and support of all IT services within the company. Maintaining corporate network servers, Lotus Notes email system and GIS vehicle and plant equipment management system, **Citrix** client desktop systems access and managing a team of four engineers.

1994 to 1999

Senior Network Engineer for Norton Pharmaceuticals one of the largest generic pharmaceuticals manufacturers in the UK with sites in London, Runcorn and Ireland. Based in the corporate headquarters leading a team of four engineers managing the corporate network servers and lotus notes email system

1992 to 1994

Network Engineer for **Smith Kline Beecham** based in Harlow Essex

Maintained all computer systems in the main research laboratory site

1987 to 1992

Computer Engineer with Data Logic Ltd a computer systems support company based in Harlow Essex. Component level repair to computer systems, printers etc.

1982 to 1987

Systems Design Engineer for Ripul Ltd an energy management and lighting control company based in Hoddesdon Herts. Responsible for the design and development and installation of building energy management systems based on mains signalling technologies

1979 to 1982

Electronics Technician for BOC Medishield a medical electronics company based in Harlow Essex. I was responsible for the build and repair of electronic life support equipment.

1977 to 19 9

Electronics Technician for Standard Telecommunication Laboratories the main European research centre for ITT based in Harlow Essex. I was responsible for the build and design of prototype telephone systems.

1975 to 1977

Full time city and guilds electronics and communications technician course at Riversdale College Of Technology Liverpool