**Carl Thacker**

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**Senior IT Operations Analyst**

**Senior I.T. Support 2nd/3rd Level. – 2011 to Present. Large Civil Engineering Company with 4,000 employees.**

Currently most senior member of I.T. Operations Team for UK based in the North West.

Locally support 2 regional HQs. Onsite and remote support for local, main and numerous temporary sites. Supervision and mentoring of junior staff. Duties include setting up short term sites with server if required with Cloud backup, printing, network, landline/GSM/satellite voice and data communications to allow standalone and corporate access via Direct Access or Cisco VPN.

Currently involved with rolling out Win8.1/Office 2013 to Win10/Office 365/ 2016 migration for almost 2,000 end users. Imaging and monitoring via SCCM. Supporting via MS Intune MDM large scale Apple IPhone and IPad Rollouts for bespoke applications such as Acconex Project Management, Aurora Workforce Management and Syrinx Plant Management and similar systems via Android (Samsung) Tabs and phones.

Upcoming Ricoh nationwide MFP printer fleet replacement with HP units with replacement Equitrac/Followme solution.

IT project experience (problem solving, design scoping, planning, and development upgrades, networks and infrastructure changes and critical PC rollouts). Currently working on simplified small site setup rollouts for reducing costs and complexity from Cisco Meraki technology to Draytek 4G and associated hardware. Recent projects have included co-ordinating and implementing 2 large office relocations including WAN and LAN provision, new and relocated servers. Physical and remote Security (Tensor) and Hikvision CCTV, Cloud and local VOIP PABX based on Asterisk.

Working cross functionally within a customer focused, multi-site environment, identifying and meeting demands, developing customer relationships. LAN/WAN/Hardware/Software experience. Achieving significant savings within budget and tight timescales within demanding SLAs.

Now looking to make a continued significant contribution within a new challenging **practical** role supporting, administering and implementing new and ongoing projects. Well used to working with own initiative as sole production technical support outside of normal office hours.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

Eight GSCEs including English and Maths

Apprenticeship as Telecommunications engineer in Newspaper Production.

TEC Higher Certificate (HNC) in Electrical and Communication Engineering

Previous Hewlett Packard Mono Laserjet Certification

City and Guilds Amateur Radio Licence

Red Cross First Aid Certificate.

Some recent courses attended include Supporting and Troubleshooting Windows 10 and ITIL Foundation.

**IT Infrastructure Engineer *– Previous (30 years’ experience with previous employer in Telecomms and Group Systems in 3 main offices).*** *Took voluntary redundancy after company takeover, relocation and expected downsizing.*

*MEN Media – Guardian Media Group - Manchester Evening News/Trinity Mirror. Senior member of* Infrastructure team, responsible for the production and support of 27 daily and weekly newspapers and associated websites.

Approx 150 servers then W2k3 and W2008, ESX VMWARE, Netapps Filers, EMC IP4700 San, RS6000. Avaya VOIP. Technical implementation team providing technical solutions and support for all integral rollouts division wide, including 1st, 2nd and 3rd line support to over 500 users in the division including 20 remote sites including House of Commons.

Supporting all aspects of fault rectification to strict SLA’s, including hardware/software (then predominantly WINXP/Win7 & W2k3/Win2k8 server environment, Wide variety of Microsoft productivity software deployed together with image processing, publishing, FTP server

and many other “non-mainstream” applications. Supporting remote working for journalist and photographers for fast news input into core systems via 3G and 4G and satellite phone systems

Key interface between Business Managers and suppliers, ensuring that all business developments linked with ICT have the early involvement of the ICT section and are seen through to a successful product delivery.

Identified change management cycles and managing solution projects from inception to completion via teams of contractors as well as internal resources, ensuring they are delivered on time and on budget.

Assisted the IT Operations Manager to formulate and implement IT policies.

Coordinated and supported various desktop rollouts including refresh of entire division desktop clients. Helped implement 2 company headquarters relocations of all facilities to new premises which required migration to new server hardware, LAN and WAN hardware and DR preparation and testing

PERSONAL

*Mobility:* Full clean driving licence. *References available on request.*

*Hobbies*: Member of Eccles Radio Club, Northern Amateur Radio Societies Association. Pub Quizzes and Live music. Proud father of 3 daughters