**David Hughes**

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**Personal Profile**

In my current role I am a Deskside Engineer with MAG (Manchester Airport Group plc) working as a deskside Engineer on a 24/7 shift basis where I am part of a team who are responsible to ensure the delivery of IT service and support to all MAG colleagues, third parties and partners. I am responsible for the end-to-end process of all Incidents and Service Requests as well as promoting a self-service to reduce repeat demand via automation and business user education.

Prior to joining MAG (Manchester Airport Group) I was employed by Leidos as an Operational Change Manager for 2.5 years.

**Achievements**

In my current role I am a Deskside Engineer with MAG (Manchester Airport Group plc) working as a deskside Engineer on a 24/7 shift basis where I am part of a team who are responsible to ensure the delivery of IT service and support to all MAG colleagues, third parties and partners. I am responsible for the end-to-end process of all Incidents and Service Requests as well as promoting a self-service to reduce repeat demand via automation and business user education.

In my previous role I was employed as an Operational Change Manager with Leidos. Prior to taking up the position there wasn’t an existing mechanism in place within the team as I brought to the Senior Service Manager’s attention. I was then tasked to set up and document a structured change management process based upon ITIL Methodology that would be fit for both ours and the clients benefit.

In order to achieve this I liaised with all my counterparts across multiple towers and created a structured Change Management process consisting of Internal Technical CAB’s, Multi Tower Technical CAB’s and Customer CAB’s where the stakeholders attend to finalise and approve implementation.

I also set up an internal Leidos Technical CAB where RFC’s are sanity checked prior to being submitted to BAE for review and approval.

I also ensured that all documentation relating to Change Management such as the actual RFC’s, RFC Templates, Problem Management Templates, CAB Tracker spreadsheets have been stored in a secure location and is readily available to our team as and when required.

As a result of a lot of hard work and dedication we now have a robust Change Management mechanism in place which provides us with a professional approach to processing RFC’s whether they’re Standard, Urgent or Emergency in nature.

When I first joined Leidos in June 2014 my initial role was Senior Application Support Analyst and I was at the forefront of Leidos integration of the recently acquired application support contract for the Highways England.

My primary role was a liaison point between Lockheed Martin and the company who previously looked after HE’s Application Support as well as the Highways England and to implement and conduct a Knowledge Transfer between both parties ensuring the successful transition of 60 plus applications in to Leidos application support environment.

In order to achieve this I was responsible for mentoring 10 Junior Application Support Analyst’s ensuring that they gathered as much knowledge from their counterparts and fully documented processes along the way. This included the creation of Operational Manuals for each of HE’s systems, existing processes, documenting any known issues and the creation of Knowledge Articles sometimes to very aggressive timescales.

Once all of the documentation was drafted I sat with each team member individually identifying shortfalls in information and discussing ways in which we could improve the service we were providing to HA and ensuring that each team member was aware of what was expected of them during the transition process and also answering any queries they may have had with regards to future support.

I then undertook identifying a suitable approach for the logging and raising of Service Desk tickets and requests and ultimately testing and implementing our chosen fault logging system. This was achieved by tasking members of the team to create possible scenarios and monitoring progress of tickets raised through to completion identifying any areas of weakness within the system. Upon completion of testing all areas of improvement and anomalies were documented and I liaised with the relevant persons to ensure that these were included and rectified in the fault logging system prior to go live.

In addition to this I kept all parties involved up to date with transition progress by arranging site visits, conference calls and Lync meetings and meeting with staff that have TUPE’d over with the support contract to ensure that they were integrated in to Leidos with the minimum of disruption.

In my previous role with Cheshire Constabulary I co-developed and implemented their Autonomy search engine. This included the following main tasks: Requirement gathering, system design, sizing and architecture, creating replicas of the source databases, data mapping, developing the ETL scripts and web based user front end, designing and writing the security model and providing a full audit trail of users activity for the internal investigation department to monitor usage and for use as court evidence in the event of a disciplinary hearing.

As well as the development and implementation of Autonomy within Cheshire Constabulary I also chaired their Autonomy Technical User Group which involves other Police Forces from around the UK including Humberside, West Mercia, Staffordshire, South Wales, Hampshire and PSNI.

I formed the group in early 2009 after mailing every police force in the UK. The driver behind the group is to pass on skills to our counterparts in other forces and share experiences we have gained along the way. Cheshire Constabulary are the only force in the UK that develop Autonomy in-house and it is envisaged that we will, at some point in the future, open up communications with other forces and generate revenue for Cheshire Constabulary by offering our in-house expertise at a significantly lower cost than they are being charged by their existing provider therefore generating a huge cost saving across the police service.

In March 2011 I was awarded a Chief Superintendents Commendation for an outstanding contribution to policing in recognition for the work and contribution I have made towards Autonomy.

In September 2014 4 months after leaving Cheshire Constabulary I also received a Chief Superintendents Quality of Service Award for work I was involved within their Forensic Sciences Department earlier in 2014.

**Analytical Skills**

I have been heavily involved in analysing the business needs and processes of the Highways England and this has been achieved by liaising closely with stakeholders at the agency and establishing exactly what their expectations of Leidos support were.

As a result of discussions with stakeholders at the HE as to business criticality of their applications we decided that it would be best business practice to adopt a 3 tiered approach (Gold, Silver and Bronze) in supporting their applications. This was achieved by analysing the nature of the clients business and identifying those systems that were paramount to ensuring that they could function effectively and efficiently.

Once established this approach was then used as a template to ensure that all relevant SLA’s were agreed and all Out of Hours Support mechanisms were in place such as On Call and DBA Support.

I have now moved away from my Senior Application Support Analyst responsible for a team that provide 24x7 for all of HA’s applications (60 in all) and I am now Change Manager.

In my previous role with Cheshire Constabulary was also involved in co-designing and implementing the system architecture for the Autonomy system as well as writing the front end for the Autonomy system. The system was built to support 4500 users across the whole of Cheshire and hold in excess of 40 million documents all of which can be presented to the user within 3 seconds anywhere in the county. The front end was written primarily in ASP and java script and is integrated into other crime and intelligence systems. The system has a facility within it which is tailored for Disclosures and Vetting to do Criminal Records Bureau checks, this has revolutionised the department and they now perform much more accurate checks in a much faster time than before. We also wrote a solution for Call Management to help identify repeat victims, and locations instantly when the public call for police assistance be it a 999 or non-emergency call.

**Additional Skills**

It became apparent in my previous role that I acquired additional Change Management skills which I then put to good use during the 2.5 years I was with Leidos. I spent considerable time with 3rd party suppliers, the business and other external agencies ensuring that all relevant support mechanisms are in place and that the skill sets and knowledge of existing staff members have been applied to areas best suited to their ability.

I also undertook on the responsibility of managing 10 Application Support Analysts across 3 locations namely Warrington, Leeds and Bristol and I am enjoying the rewards and benefits this brings as they develop and learn new skills daily.

In my previous role in Cheshire Constabulary my main support role other than Autonomy, was the force’s data warehouse. This was an Oracle 10g database, which was mainly based on a relational database, however, we implemented Data Marts, and we went on to experiment with data cubes. The ETL layer of the warehouse was built using Business Objects Data Integrator and we presented the warehouse to the users via Business Objects XI and i2 which again I supported and maintained.

In addition to the above I was also responsible for the day to day maintenance of their AccsMap Road Traffic Collision system which logs and records all RTC data around the county of Cheshire, and is then sent to the relevant government departments for statistical purposes.

**Experience and Skill Sets**

**Deskside Engineer, Manchester Airport Group PLC September 2017 – To Present**

* I am currently part of a 24/7 Team that provide provision of Deskside assistance for the resolution of customer Hardware and Software faults within agreed SLA’s whilst ensuring customer satisfaction.
* I am part of a Team that provide Core Hour & OOH Operational Systems Support and Fault Diagnosis; proactive OOH Proactive Fault Finding.
* I provide Ad hoc Project Resource when required by the Service Desk Team Leader or Global Service Desk Manager.
* Escalation of Major and Degraded incidents to the designated Major Incident Manager on the on-call rota to ensure minimum business disruption.
* I provide users with a single contact point for all their IT needs, making interaction with IT Services easier, and improving customer service and business user satisfaction.
* Take telephone calls, self-service contacts and emails and take appropriate action to ensure there is a record of all user interaction, and that those interactions are dealt with as efficiently and effectively as possible.
* Take end-to-end ownership of all Incidents and Service Requests to ensure that a specific individual remains accountable, providing consistency to the reporting user’
* Perform Incident and Service Request logging, prioritisation, categorisation and initial diagnosis to ensure that all Incidents and Service Requests are correctly recorded.
* Search the Service Management tool, to ascertain if there are any open Incidents, Service Requests, Problems, Known Errors or Changes that are related to the current issue, and link the issue to them if appropriate.
* Perform First Time Fix where possible, via technical fix (Using remote access tools if necessary), or provision of information/guidance.
* Assign Incidents and Service Requests to internal teams and external, 3rd-party suppliers to ensure that issues are passed to the appropriate team, and that the user’s issue is resolved as quickly as possible.
* Monitor the progress of all Incidents and Service Requests logged by the analyst (and a proportion of those Incidents logged via the self-service portal) – To act as a single point of control and management, for all logged issues.
* Chase the appropriate Technical Resolver Group if an update is not provided on the Incident or Service Request, within an appropriate timescale.
* Apply suitable resolution codes to Incidents resolved as First Time Resolution or resolved by suppliers and enter suitable closing detail/comments to ensure that accurate data is recorded. Perform an accuracy check of the Incident Resolution Codes applied by the Technical Resolver Teams.
* Monitor the Service Desk ITSM tool to understand Incident SLA progression, and take appropriate escalation action, where the SLA is in danger of being breached to ensure that senior management are notified of any issue which may compromise the ability to meet contractual SLAs.
* Support the development of the Service Desk Induction process and support the induction of new Service Desk staff.
* Adopt feedback from coaching sessions with the Team Leader to improve customer satisfaction.
* Ensure data quality in the ITSM toolsets, ensuring high quality updates and adopt an active role in the creation of new knowledge articles and on-boarding of new services.
* Play a key role in the delivery of the CSI Plan and Business Continuity Plan for the Service Desk.
* Flag any risks to live service to the Team Leader or Global Service Desk Manager.
* Take part in IT clinics in the business to drive business user education.
* Active involvement in industry events as agreed by the Service Desk Manager.
* Take on work as directed by the Shift Team Leader or Global Service Desk Manager.
* Build and re-image pc’s and laptops.
* Decommissioning of old desktops, laptops, thin clients and stock.
* Deployment of software via SCCM to pc’s and laptops on Windows 7 and Windows 10 platforms.
* Network monitoring of 4 airports in the MAG Group Manchester, East Midlands, Bournemouth and Stansted using SCOM.
* Using VNC to connect to user’s devices in order to complete fault diagnosis through to completion.
* Using VMWARE to set up, manage and monitor virtual machines\servers across the network.
* Office 365 Administration.
* Installation and configuration of printers across the estate.
* Assigning of IP Addresses to devices across the estate i.e. printers and thin client builds.
* Roll out of new technologies across the estate and ensuring the CMDB is kept up to date.
* Build PID\FID (Flight Information Displays) Screen Think Clients.
* AD Administration.
* Support bespoke applications in Citrix Farm.
* Sound working knowledge of ServiceNow (Fault Logging System).
* Logging and chasing of incidents, problems and requests raised with 3rd Party Service Providers.
* Completing backups and DRS exercises across the 3 terminals at Manchester Airport.
* Lotus Notes Administration (although this is now being phased out and will become an archive).
* Adhering to Change Management Processes ensuring any scheduled planned work does not coincide with planned outages i.e. patching or application deployment.
* Documenting processes and knowledge sharing between teams.

**Senior Application Support Analyst/Operational Change Manager, Leidos 2014 – 2017**

* Managing 10 Junior Application Support Analysts across 3 locations
* 2nd line IT Support
* Operational Change Management
* Technical development of applications
* Customer & user communication
* Perform upgrades to applications & infrastructure
* Provide testing of systems & upgrades
* Backup and associated activity of applications & databases
* Maintain Service Manuals
* Creation of Operational Manuals
* Creation of SLA’s
* Problem & knowledge management
* performance monitoring & optimising
* provide advice, guidance & skills to project teams
* 3rd party liaison and coordination
* ad-hoc training to colleagues

**Corporate Systems Maintenance Analyst, Cheshire Constabulary, 2006 – To 2014**

* 3rd line IT support
* Technical development of applications
* Customer & user communication
* Perform upgrades to applications & infrastructure
* Provide testing of systems & upgrades
* Backup and associated activity of applications & databases
* Maintain Service Manuals
* Problem & knowledge management
* performance monitoring & optimising
* provide advice, guidance & skills to project teams
* 3rd party liaison and coordination
* ad-hoc training to colleagues

**24 Hour Technician, Cheshire Constabulary, 1999 – 2006**

* 2nd line IT support
* Fault Diagnosis
* Major Incident Management
* Systems Expert
* Configure IT & Telephony Systems
* Creation of support documentation
* Training and mentoring of new team members
* 3rd party liaison and coordination
* Backup and associated activity of applications & databases
* Customer and user communication

**Qualifications & Training**

**St Helens College of Further Education**

* HNC Computer Studies & Business Systems
* City & Guilds Networking and Data Communications

**Relevant training**

* Autonomy IDOL essentials
* Autonomy IDOL advanced
* Autonomy IDOL Connector Advanced
* SQL Server 2005 Administration
* Oracle 10g Administration
* Business objects data integrator XI
* Data Modelling
* Business Objects Enterprise XI R2 Administering Users & Content With The CMC
* Business Objects Enterprise XI R2 Administering Windows Servers
* Business Objects Enterprise XI R2 Designing & Deploying a Windows Solution
* AccsMap System Administration
* IBM Webshere Administration

**Additional Information**

In my spare time I am a semi-professional photographer and when not out with my cameras enjoy spending time with my daughter and partner, cooking and travel.

**References**

Andy Ralston

Service Desk Team Leader

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