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**Profile**

I am a multi-disciplined professional with a career over 25 years. I have a proven track record in delivering infrastructure, managing change, implementing technical solutions & re-engineering processes that deliver significant value and improve performance across many business areas.

* Over 19 years of business experience including service delivery, network & desktop management, IT project management, relationship building and training.
* Committed to providing high quality, well-managed technical solutions.
* Managed multi-disciplined teams and third party suppliers since 1999. “Can do” mentality, creative & commercially minded.
* Speak, read and write French and Spanish. Excellent communicator.
* Security clearances – SC, NPPV3, Enhanced DBS

**Selected Achievements**

* 2016-17 [RM Education] Managed major improvements in performance, motivation, skills and well-being, of a junior engineer so that the company now values him and is willing to invest in his further development.
* 2016 (RM Education) Took over a site with hidden high-impact problems requiring, speedy configuration & replacement of switches. Also assembled and collaborated with a multi-level remote support team to effect urgent resolution of Citrix system connectivity issues. Problems rectified & the outcomes were highly valued by the customer.
* 2016 [AQA] Identified the cause of a widespread, long-standing & pre-existing issue of poor workstation performance within three weeks of beginning the contract. Negotiated with third party suppliers on investigation and rectification of software bug. Problem rectified.
* 2012 [Cardinal Heenan School] Brought in to resolve numerous high-impact technical issues and restored the confidence of 1200 users in IT support after a previous poor managed service. Problem rectified.
* 2010 - 2015 [RM Education] Service Delivery Award winner (Four times nominated for the company’s Service Delivery & Customer Satisfaction award since winning it during my previous period with the company).
* To 1999 [North Yorkshire Police] Expert in forensic tachograph analysis & served on the Tactical Firearms Team for 20 years.

**Key Technology Experience**

OS: MS Windows, Mac OSX, Linux.

Middleware: Active Directory, Open Directory, Apple Remote Desktop, Deploy Studio, Profile Manager, MS Exchange, SCCM 2012, Apple Configurator, Citrix, VMware, HyperV and BES (Blackberry Enterprise Server).

Application Software: MS Office (Word, Excel, PowerPoint), Open Office, Pages, Keynote, Numbers, Backup Exec, Sophos & Symantec AV.

Cloud: Office 365, Onedrive, Sharepoint, Dropbox, IDrive, Google Apps.

Databases: SQL, Access.

Networking: LAN WAN based TCP/IP networking, VOIP, Cisco, HP

Telephony Cisco, Siemens.

Utilities: Autotask, TeamViewer, DameWare, XenApp, XenDesktop, VSphere, Fusion.

**Employment History**

**February 2019 – Date College of Policing 3rd Line Infrastructure Engineer**

* Supporting users with 3rd line issues from board level downwards & across the UK at multiple locations.
* Server maintenance, patching and problem resolution across the estate.
* Taking ownership of system and user issues, providing telephone & email assistance as well as remote work on computers and devices.
* Security management of user accounts.

**November 2017 – January 2019 Leeds Trinity University IT Support Engineer**

* Casual basis, meaning I work when required and available,
* Supporting I.T. the university’s equipment, as well as their own.
* Advising users regarding personal I.T. security.
* Taking ownership of user issues.
* Praised for proactive work on own initiative, to assist the team.

**June 2017 – October 2017**

* Period of illness which prevented work of any kind.

**April 2010 – January 2019 Contracting roles**

**Key Projects**

**October 2018 – January 2019 Dixons Academy Trust 3rd Line Engineer**

* Supporting users from board level downwards & across the region at 13 locations
* Assisting IT Director to plan for systems integration across all sites
* AD OD & Google domain administration
* Management of multiple Exchange estates.
* Managing culture changes to bring sites more uniform in IT concept.

**April 2018 – September 2018 Principal Hotel Company IT Support Engineer**

* Supporting users from board level downwards & across the UK at more than 70 locations.
* Taking ownership of user issues, providing telephone & email assistance as well as remote work on computers and devices.
* Opening new user accounts with appropriate access to systems, modification, suspension and closure of accounts.
* Management of multiple Exchange estates.
* Assisting with migration of systems to new servers and domains.

**May 2017 – June 2017 Pudsey Grangefield School Network Manager**

* Requested personally to lead management of the school’s IT systems, organise the engineer along with providing support of the users and ensure maintenance of systems and diverse devices.
* Required to devise and deliver a measurable exercise and interview questions for the process of choosing a permanent Network Manager. I also served as the technical authority on the interview panel.
* Repaired and remastered number iMac computers, using OSX, Boot Camp & Win 7 and brought the remaining macs up to date and secure. They had been neglected, causing negative impact on teaching and learning at exam time and I was praised by staff for making major improvements.

**July 2016 – March 2017 RM Education PLC Lead Engineer – 1st-3rd line**

* Re-engaged by RM Education on a contract to manage the migration of the IT services from managed services to in-house management at one of their sites.
* Migration from server 2003 / 2008 to Server 2012 R2 in VMware environment.
* Installation of centrally managed anti-virus, systems management and software products.
* Secure backup of user data and migration to new data store including selective importation of data by date and de-duplication.
* On completion of the project, I was retained as Site Lead for another customer site. Made a positive difference to the site from day one and successfully managed the mitigation and resolution of a succession of high-impact problem situations.
* Extended in December 2016 for a further term at the request of the customer.

**January 2016 – May 2016 AQA 1st-2nd line Support Engineer**

* On-site engineering services, network and desktop support.
* Solo, user-facing role at regional office. With occasional engineering support at Manchester data centre.
* Access to & care of regulated, highly sensitive and confidential information.

**November 2015 - December 2015 Computacenter Senior Engineer – Team Lead**

* Senior role, managing IT support teams on-site.
* Client-facing support and engineering services to end clients of managed services operation, primarily in the financial sector.
* Security checked by international banking & financial services clients.

**March 2012 - October 2015 RM Education PLC 1st-3rd Line Lead & Mobile**

* Immediately re-engaged by RM Education and had the contract extended several times so that I served them for over 5 years in total, based on an initial 3 month contract.
* Change Approval Board member, managing risk across 13 sites.
* On-going business support with a view to Continual Service Improvement
* Management, mentoring, training and evaluation of support engineers, Initial escalation point of choice by many first line engineers.
* Planned for and successfully managed the integration of two separate infrastructures on one site.
* Authoring of Knowledge Base articles on known issues.
* Latterly worked in a mobile role, visiting sites as required for consultative, project and troubleshooting.

**September 2011 - February 2012 Cardinal Heenan School, Leeds 1st-3rd Line Support**

* Headhunted to restore a high quality service in the area of IT support.
* Providing network and desktop support to 1200 users throughout the school.
* Costed, sourced, managed and delivered a project to install a new audio-visual system for the main hall and wrote a user guide for staff.
* Provided a succession plan for on-going support which included devising and managing a practical technical test for candidates applying for my role on a permanent basis, providing evaluation to interview panel.

**May 2010 - August 2011 RM Education PLC 1st-3rd Line Team Lead Enginer**

* Service Delivery Award winner for effectively managing client relationships at the most senior level.
* Service management and reporting across multiple sites; Provision of strategic leadership, planning & advice.
* Strong track record of recovering good relationships with previously dissatisfied clients.
* Problem response & resolution within ITIL framework, subject to SLA’s with very tight deadlines, using web-based ticketing.
* Management & mentoring of support engineers.
* Identification and definition of client’s strategic requirements and investigation of solutions.
* Project costing, planning and management involving in-house and third-party suppliers; Conflict resolution;
* Responsible for Technical & user-level document authoring.
* Cradle to grave project management and problem resolution including specification of requirements employing effective communication with & management of third party suppliers.
* Roles included leading a team providing high quality support to users of a combination of physical and virtual servers, c. 1000 desktops & 1600 users operating on a mix of Windows Vista & 7 and Mac OSX along with diverse peripherals.

**September 2008 - April 2010 Various Small Businesses and Individuals**

* Provision of technical services to commercial and private clients in the local area.
* Identification of client needs for hardware and software to fulfil their aspirations.
* Successful project management and delivery within budgetary restraints.
* On-going management and maintenance of clients’ systems.
* Training of clients and their staff in Microsoft products and other commercial or bespoke products.

**Nov. 2003 – Aug. 2008 Broker4Broker Ltd. IT Manager**

* Headhunted to review and analyse the IT needs of the organisation, implement the requirement and then provide the on-going IT management.
* Designed, built & managed secure, robust IT infrastructure ( on MS SBS) from scratch within tight budget.
* Responsible for staff training and development. Trained all staff in the secure use of the company’s systems and software.
* Built strong B2B relationships at PLC & multinational board level.

**October 2000 - October 2003 Total Computer Services Manager**

* Specified, assisted with design & implemented e-commerce, database-driven website, leading to Europe-wide sales.
* Built & led a strong, productive team (which still meets socially).
* Gained further responsibility for management of service, repair and training services.
* Devised and delivered training for businesses and private clients.
* Provided consultancy for clients on the development of new networks, security of existing installations and general computing solutions for business, including Microsoft products, Sage and a variety of software.
* Hands-on troubleshooting & repair alongside organisation of workshop and field engineers’ schedules.
* Provision of supply and support services to local NHS surgeries and establishments.

**October 1975 - December 1999** **North Yorkshire Police Police Officer**

* Successfully worked a rural beat, requiring excellent people skills and self-motivation;
* Recognised expert in commercial transport law and forensic accident investigation;
* Acted as consultant to a company developing enforcement software involving tachograph chart analysis;
* Instigated, co-ordinated and investigated an extraordinarily complex enquiry into a multi-million pound transport fraud for three years;
* Served on the Tactical Firearms Team for 20 years;
* Instructor for the force after successfully completing instructor training courses to an advanced standard;
* Recognised French speaker for legal interviews and interpretation;
* Commended by Courts for tenacity and thoroughness in complex investigations.

**Education & Training History**

2014 RM IOS & Mobile Device Management

2013 ITIL ITIL Foundation V.3

2010 Open University Vandalism in Cyberspace

1994 Leeds Met University A Level Photography

1980 Woldgate 6th Form A Level English, French

O Level Mathematics, Engineering Drawing, Spanish

1978 Pocklington Public School O Level English Language, French, Physics

1975 York Minster Song School

**Interests**

Sports – Keen golfer and follower of rugby union, cricket & football. I represented various schools at rugby, hockey and cricket and played cricket at local club level.

I am a foster parent, hold Enhanced DBS security clearance and am registered as a chaperone, authorised to work unsupervised with children. I have also been involved in leading outward bound activities, particularly for young people in rock climbing, canoeing and outdoor team building activities

I teach music privately and also active in local music, performing band training activities and conducting.

***References are available on request***