**Curriculum Vitae**

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| ***Name*** | *Ian Rushton* | ***Date Of Birth*** | *16/12/1975* |
| ***Address*** | *39 Berry Road* | ***Mobile Number*** | *07706 710340* |
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**Personal Statement**

A committed and hardworking team member, with a proven track record of achieving and surpassing set targets. Often going above and beyond what is required to ensure common goals

Committed and determined with a strong desire to succeed. I work well under my own initiative and as a team member, also able to boast considerable experience of team leadership with a proven track record or achieving and surpassing targets and objectives. With my ability to work as part of a team and a practical approach, I have successfully led several major IT and facilities expansion and refurbishment projects. I have a deep rooted and extensive knowledge and interest in IT and communications, developed over many years of professional and personal interest in the subject. Having expanded my skills into Facilities Management which I can offer a unique knowledge and understanding of. I possess an excellent understanding of the practical requirements of office management, as well as being able to effectively convey requirements and needs to contractors, staff and senior management/board members when required.

**Work Experience**

**Apr 2018-present Senior Infrastructure Engineer; Think Live, Lpl/Lon/Ncl**

*Key Duties*

* Administration, deployment and management of company Telephony and Internet services
* Support and administration of core business systems (GitLab, Octopus, Teamcity, Atlassian Jira/Confluence)
* Cloud services (Azure/AWS/Cloudflare) – Deploying and maintaining solutions and infrastructure for internal and client hosted solutions.
* Out of hours client hosting support
* Management of datacentre hosting for internal and client systems.
* Providing mentoring, support and guidance to IT Apprentice when required.
* Management of 3rd party contracts for IT services
* Management and administration of domains, and trust certificates
* Providing direct point of contract for serviced clients, including responding to support requests
* Administration and management of Microsoft online services – Office 365/Exchange Online/SharePoint
* Providing guidance and assistance to Technical director and management team when required
* Deployments to live client environments

*Key Points*

* Migration of company conferencing to Zoom virtual conferencing
* Became skilled in Azure and AWS cloud solutions
* Deployment of major international client into Azure using customised ARM Sitecore templates
* Resolution of key issues with client infrastructure, including improvements to resilience and SQL replication.
* Documentation of current legacy systems throughout the company.

**Jun 2013-Sep 2017 IT & Facilities Manager; Amaze Plc, Mcr/Lon/Lpl**

*Duties*

As previous but with additional responsibilities:

* One of two-person management team responsible for all areas of IT across the business
* Sole Management and decision maker for all areas of Facilities Management across all sites.
* Key decision maker for new hardware and software solutions.
* Liaising and negotiating with suppliers and contractors for new hardware and support/maintenance contracts across IT and Facilities Management
* Liaising with Group Health & Safety to provide reporting and FM information when required
* Liaising with Company Health & Safety staff regarding all aspects of office safety
* Managing of Mech & Elec contracts and compliance for key office systems
* Liaising with group IT and management regarding central group contracts (mobile, AV etc)
* Liaising with site landlords regarding any issues, monthly tenant and other ad-hoc meetings
* Involved in CAPEX process for projects & discretionary signoff for IT and Facilities Purchases
* MITEL IP phone system configuration, management and support across all sites
* Polycom HD Videoconferencing system configuration and maintenance
* Sophos Antivirus server configuration, administration and maintenance
* Operational lead for office refurbishments and changes, including liaising and appointing contractors, agreeing plans, equipment purchase and communicating with the business.
* Mobile device purchasing and management of corporate contract through Vodafone VCO portal
* Konica Minolta Enterprise Printer management and administration
* Cisco 2500 series WLC and LAP deployment and configuration
* Mimecast portal administration
* Managing and maintaining Multi site multi-link internet and network connectivity
* Recruitment and management of IT support personnel as required, including writing job spec, interviews and on-boarding and probationary monitoring.
* Fire Warden

*Key Points*

* Lead role preparing and achieving the first Cyber Essentials Plus Accreditation for the company
* Lead operational role in large refurbishment/redesign projects in Manchester, London and offices, including liaising with contractors to resolve issues, purchasing of hardware, on site management & sign-off
* Sole project management and operational lead for all aspects of structural alterations and refurbishment of Liverpool office, ensuring compliance with HVAC and all Health & Safety regulations, selecting, appointing and liaising with suppliers, contractors and liaising with board members and staff, including design and equipment choices, CapEx justification and signoff.
* Migration from Trend to Sophos Antivirus solution, including GPO deployment and removal of old Antivirus from connected systems
* Migration from Siemens HiPath VoIP phone system to full Mitel HX VoIP system across all sites
* Migration from Xerox WorkCentre to Konica Minolta enterprise printers, including deployment of new drivers and device installation through GPO and configuration for secure print
* Implementation of new DMZ including rollout of RODC to manage DMZ servers
* Migration from Exchange 2003 to Exchange 2010 including migration of calendars, groups and retiring of Public Folders. Implementation of journaling and use of Mimecast as mail gateway
* Implementation of Microsoft TMG server as Exchange server front end for OWA and ActiveSync devices
* Installation and implementation of Polycom videoconferencing solution across all sites, including VoIP based conference phones.
* Planning and deployment of multi-site, centrally managed Cisco Wireless solution including Web portal for visitor access and VLAN and DHCP configuration for isolation of separate SSIDs.
* Deployment of new multi-site Internet connectivity solution including failover and routing in coordination with ISP, including configuration of internal network routing.

**May 2009 – Jun 2013 Senior IT Support; Amaze Plc, Mcr/Lon/Lpl**

*Duties*

* Helpdesk management
* Domain Management and deployment
* Out of hours support for website hosting facility
* Support of LAN and WAN infrastructure across 6 sites initially, reducing to 3 after mergers
* Configuration and support of VoIP phone and voicemail systems
* Blackberry Enterprise server Management
* Exchange server management and configuration
* Server management, builds and configuration (Virtual and Physical)
* Apple Mac support
* Active Directory management, including group policies, DHCP, DNS and server roles
* Multiple Firewall management (including remote VPN and site to site VPN access)
* Trend Antivirus server maintenance
* Purchasing of hardware and software
* Hardware and software asset control and auditing

*Key Points*

* Key role in the transfer of 3 sites/companies into new offices in Manchester.
* Transfer of 1 site into new office in Liverpool, including development and internal servers (approx. 45 servers)
* Transfer of new office in Manchester to another new site within very tight timelines
* Swing migration of Exchange 2003 server to new hardware after repeated failures of current server.
* Migration of existing Windows 2000 domain to Windows 2003 domain, including resolving MAC connection issues with exiting domain.
* Configuration of new servers for new site, including custom DHCP configuration for VoIP phone system, using VLANs
* Implementation of new Siemens HiPath phone systems across 2 main sites, including Voicemail portals
* Implementation of company-wide logon script to manipulate drive mappings based on group memberships, and monitor password expiry for end users

**Oct 2006 – Oct 2008 Senior IT Operations; A Novo UK, Mcr/5 Sites+**

*Duties*

As previous but with additional responsibilities:

* Supervisory support for staff at 4 sites
* Major decision maker regarding hardware purchase and projects
* Central contact for Group MPLS solution
* One of 2 core UK IT team responsible for UK domain and mail systems
* Liaising with group IS managers across Europe
* Management of IS purchasing, including raising of CapExes for new hardware
* Liaising with all other IS managers across UK to support UK mail and domain systems
* Main controller of deployed domain structure across Europe.

*Key Points*

* Recovery of company Exchange system after complete hardware failure in less than 4 hours to an under 1-hour loss window.
* Planning, design and deployment of new production site in Wroclaw, Poland.
* Receiving confirmation that Group will deploy the UK designed AD and mail solution in Europe.
* Deployment of domain controllers across 5 European countries to roll out single domain solution.
* Appointed lead decision maker for group root domain management.
* Working with group IT Manager to design and deploy group email solution across Europe
* Deployment of Linux based tools, Nagios & Cacti to monitor server performance.
* Successfully negotiating with Dell to receive £31k compensation for issues with SAN deployment.
* Deployment of Redwall (Linux) firewall and router for MPLS solution in Manchester.
* Migration of all Northern sites from PVC and VPN links to MPLS data connections.
* Managing a hardware refresh at two sites to move to Dell Hardware, including purchase and install.

**Aug 2005 – Oct 2006 IT Support; A Novo UK, W'ton/4 Sites**

*Duties*

* Support and maintenance of LAN & WAN infrastructure across 4 sites
* Support of new national infrastructure across all UK sites
* Support of UK email solution across all UK sites
* Infrastructure deployment and maintenance
* Hard/Software support and maintenance
* Antivirus solution deployment across all UK sites
* Backup procedure implementation and administration
* User and server administration for Windows 2003/Exchange 2003 including cluster and NAS admin
* Cisco PIX Firewall administration including remote VPN client administration
* Desktop and mobile support
* Internet security and administration – deployment of ISA server 2004 for internet security
* Deployment and administration of VMWare virtual servers
* Liaising with 3rd party suppliers

*Key Points*

* Planning and deployment of single domain and email solution across all UK sites, migrating 4 email systems and 9 domains to a single structure.
* Deploying a single Antivirus solution across all UK sites.
* Configuration of Cisco PIX firewall to replace existing Linux-based firewall, including remote VPN client authentication and multiple VPN tunnels worldwide.
* Deployment of MS Exchange 2003 cluster
* Deployment and management of VMWare server for reduced server count in new infrastructure.
* One of 3 members of UK IT Core support team responsible for new infrastructure nationally.

**July 2004 – Aug 2005 Network Supervisor; A Novo UK, Mcr (Mobile)**

*Duties*

* Support and maintenance of LAN & WAN infrastructure across 4 sites
* Further occasional support for 2 main offices in UK when needed
* Infrastructure deployment and maintenance
* Server support and maintenance
* Hard and software support/maintenance
* Antivirus solution deployment and support
* Backup procedure implementation and administration
* Liaising with suppliers and contractors nationally/internationally
* User administration for Windows 2000/Exchange 2003
* Desktop and Mobile Support
* Site structure optimisation recommendations

*Key Points*

* Deployment of full antivirus solution across 2 sites including server procurement and configuration
* Implementation of site to site PVC between 2 Manchester and Warrington including router configuration
* Resolved backup issues and documented full backup procedures for all sites to use
* Assisted in deployment of network structure for 2 new production lines
* Documentation of 6 site infrastructure and software analysis, including LAN/WAN interconnectivity, software solutions and recommendations for streamlining existing systems

**Nov 2003 – July 2004 Technical Support Analyst; A Novo UK, W'ton**

*Duties*

* Backup rotation and maintenance (Veritas)
* Server support and maintenance
* Desktop and mobile support
* Remote site support (satellite offices and stores) – telephone and site visit
* Antivirus deployment and maintenance
* Firewall administration and support
* Database support and administration
* Hardware and Software technical support
* Internet and Web site/access support and administration

*Key Points*

* Design and deployment of antivirus solution across site including server and clients
* Deployment of new Cisco VPN client for secure remote access over internet
* Regained control of compromised remote (US based) Linux web server and secured
* Emergency recovery of main domain file server with minimal data loss
* Reconfiguration and upgrade of Cisco PIX firewall
* Improved network server performance through LAN configuration restructure
* Decommissioning of all site hardware ready for site closure.

**2003–2003 Technical Support Analyst; Reach Telecom, Crewe**

*Duties*

* Daily support and maintenance of multiple call centres and all network infrastructure
* Hardware and software technical support – Desktop and Mobile
* Communication Systems support and administration (Avaya)
* User and network server administration (Windows 2000 and Exchange 2000)
* Server Support and Maintenance
* Backup rotation

*Key Points*

* Configured and deployed approx. 100 laptops in 5 weeks to new staff and upgrade existing systems
* Designed and implemented Access Database to ensure accurate tracking of hardware and warranty
* Assisted in configuration of new Linux web logging server for use throughout company

**1999-2003 Systems Controller; VCL, Runcorn**

*Duties*

* Daily Operation and maintenance of a busy office communications and network infrastructure
* Hardware and software specification and ordering
* Implementation of hardware and software solutions into the company
* LAN & WAN administration between up to 7 sites, in UK and Brno (Czech Republic)
* Server Management, implementation and administration
* Hardware and Software technical support – Desktop and Mobile
* Liaising with consultants, contractors and managers globally
* Supporting international employees
* Communication systems support and administration – Mobile and switchboard (2 sites)
* Database Design and administration
* Management of all company domains and internet services
* Key Holder

*Key Points*

* Migrated 150+ users from Linux Sendmail to Microsoft Exchange 5.5
* Commissioned and integrated new unit into company infrastructure including communications, network and domains
* Introduced new leased line into company framework as new internet connection
* Implemented and integrated Cisco PIX Firewall into company internet connection
* Implemented Samsung Gateway switchboard into company, migrating from older DCS phone system
* Designed and implemented an MS Access database on a major customer’s site, integrated into their network, maintained and trained staff on usage
* Transferred Southern Office from old site to new location, including voice, data and hardware

**1994-1999 Assistant Office Manager; NTSA, Birkenhead**

*Duties*

* Interviewing, hiring and termination of staff
* Training of new and existing staff
* Ordering office supplies and equipment
* Ensuring staff achieved daily targets and motivating if necessary
* Database design and implementation: - Data import, manipulation and report output
* Key Holder

*Key Points*

* Involved in major meetings to secure and maintain a large contract with a major pharmaceutical company
* Scripted for and trained staff to complete several extremely successful marketing campaigns on behalf of clients
* Designed and used a database system to analyse calls made by staff over campaigns, to aid in customer billing.

**Education**

***G.C.S.E***

* *History(A), Computer Studies(B), English Language/Literature(B/B), French(B), Russian(C), Mathematics(C), Physics(C), Chemistry(C), Biology(C)*

***A/AS-Level***

* *Computing(B), Electronics(D), General Studies(C)*

*Key Skills*

* Microsoft Windows 95, 98, 2000 & XP, NT4/2000-2016/Vista/7-10 Workstation/Server
* Red Hat Linux, Fedora Core, CentOS, OpenSUSE, Ubuntu Std/LTS
* Microsoft Office 95-365 for Mac and PC
* Microsoft Exchange 5.5-2010, Exchange Online
* Microsoft TMG 2010
* Microsoft SharePoint online administration
* Mac OS X install and support
* Microsoft Azure: Creation and administration of subscriptions, resource groups, PaaS/IaaS deployment. ARM templates, VPN connections, Traffic Managers
* AWS: Creation and management of subscriptions, EC2 instances, Load balancers, scheduled tasks
* Cloudflare: Creation and administration of domains, page rules, DNS and SSL
* Dell/EMC SAN and iSCSI installation and configuration
* Qlogic HBA configuration, including Powerpath configuration
* Brocade Silkworm Fabric switches
* Virtual Servers: VMWare ESX/ESXi Hypervisor, Microsoft Hyper-V
* 3Com Superstack II/III Series Switches and Hubs
* Cisco Catalyst Series Switches, 1600/1800/2500/2600 series routers
* HP Procurve PoE Switches, including use of trunks and VLANs
* Dell Powerconnect switches
* Sonicwall NSA 4500/4600 firewalls implementation and administration (NAT, FW and VPN)
* Cisco Pix and ASA Firewall maintenance and administration (NAT, VPN, FW)
* OpenVPN VPN Server: installation maintenance and administration
* SnapServer Maintenance and support
* Wireless Access points (Netgear, Cisco, Sonicwall, Ubiquiti)
* Mitel, Avaya, Cisco, Siemens, Samsung DCS and Gateway (PBX) Phone Systems
* Access Accounts
* Synergist support and administration
* ADSL, Leased Line, Frame Relay, PVC, National Ethernet, Kilostream and Megastream (MPLS) Data connections
* Mimecast Antivirus/Antispam gateway services
* NT/AD Domain creation and administration, including group policies
* DHCP, DNS, WINS and VPN implementation and administration
* Linux Sendmail, Apache and tomcat web servers, Squid proxy server, IP Masquerading
* Cacti, Nagios (Linux) and Webwatchbot (windows) Server monitoring tools
* OpenVAS vulnerability scanner implementation and use
* Atlassian Jira ServiceDesk implementation and support
* Atlassian Confluence, Bitbucket backend administration, upgrades and database migrations
* Spiceworks Helpdesk installation, use and administration
* Development Pipeline systems support – GitLabs, Teamcity, Octopus Deploy, Azure DevOps
* Blackberry handheld email systems, BES 4.x
* AS/400 – MAPICS and PC5250 emulation installation and configuration
* Cat 5/6 cabling installation and maintenance (voice and data)
* HP/OKI/Brother/Xerox/Konica Minolta network printer setup, configuration and management (Jet Direct etc)
* Polycom HD IP Videoconferencing systems
* Antivirus: Symantec, McAfee, Sophos, Trend and eSet commercial solutions (server and client)
* Data Backup procedures – Backup Exec & Brightstor ArcServe
* Disaster Recovery Procedures
* Internet Domain and SSL management
* Mitrefinch Access Control Systems
* BMC Servicedesk Express

**Personal Interests**

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| * Computing | * Music | * Cinema |
| * Car and home DIY | * Mountain Biking | * Football |

**References**

**Business Personal**

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| --- | --- |
| * *Helen Watson (Head of HR, Amaze Plc)*   *6th Floor, 1 Tony Wilson Place*  *Manchester M15 4FN*  *Tel: 0161 242 5650* | * *Mr John Cockroft*   *54 Milton Road*  *Tranmere*  *Wirral CH42 OJU*  *Tel: 07771 808122* |
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