Brian Rigby

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*Personal statement*

I’m a very enthusiastic person when it comes to technology and thrive on learning as much as I can about every aspect around it. I like nothing more than creating solutions for areas that can be improved, to improve the delivery and quality of service. I have lots of experience with infrastructure architectural design, implementations and managing projects utilising methodologies such as waterfall and agile, focusing on the business needs/requirements along with designing and implementing ITIL service management processes to fit in with the needs of the business, creating IT strategies to support the business strategy, managing, improving and defining service delivery strategies. I’m an experienced IT leader with sound management, leadership and coaching skills who enjoys working as a team generating positive, innovative, and forward thinking attitudes within the team and I feel that I would be able to offer significant improvements to any business that would like to give me the opportunity.

*Key Skills*

* Management, Leadership and Coaching of IT Teams
* Infrastructure architectural design for both internal and external customers
* Engaging and managing stakeholders
* Project Management (Waterfall, Agile, etc.)
* Implementing ITIL Service management including tools such as Service Now
* Implementing and maintaining information security standards such as ISO27001
* Technical escalation (Problem solving)
* Operational management in a managed service environment
* Recruitment and Training
* VMware & Hyper-V (Design, Install, Configure, Manage)
* Veeam Backup & Replication
* Symantec Backup Exec
* McAfee Enterprise Suites
* MS Server 2000 – 2016
* Exchange 2003 – 2013
* Office 365 transition planning experience
* Microsoft Clustering and load balancing
* Active Directory, DNS, DHCP, DFS, WDS, WSUS
* Citrix XenApp & Microsoft RDS
* PowerShell & VB Scripting
* Microsoft SCCM
* Dell & HP Servers and SAN technology (EqualLogic, 3PAR, etc.)
* Windows XP – Windows 10 Operating systems
* FortiGate Firewall’s (Design, Install, Configure, Manage)
* LAN & WAN Topology design & Troubleshooting (MPLS, VPN, EAD)
* Cisco Meraki SD WAN, Lan, Wireless experience

*Employment History*

IT Technical Services Manager, McBride, Manchester

(July 2019 – Oct 2019)

Achievements and responsibilities:

* Managing the technical services team including Cyber security
* Planning work packages to achieve Cyber Security Essentials certification
* Assisted with the implementation of a new service management tool (Manage Engine Service desk plus)
* Implemented a highly available Citrix platform across datacentres within the UK & EU
* Contributed to the IT strategy with planning to move to O365 exchange online
* Troubleshooting and resolving complex technical issues
* Working with internal and external teams to find resolutions to business problems
* Contract management of existing 3rd parties

IT Manager, Johnnie Johnson Housing, Stockport

(March 2018 – July 2019)

Achievements and responsibilities:

* Using Waterfall and Agile project management methodologies to successfully deliver projects
* Implemented an ITIL service management system that works for the business
* Complete server infrastructure replacement moving from physical to virtual
* Provide disaster recovery and business continuity capability
* Provide an Infrastructure road map aligned with the business strategy including a transition to Microsoft Office 365 and Azure cloud services, replacing the current WAN with a new software defined WAN
* Build the current IT teams moral and provide new structure to benefit the business
* Address licensing concerns to ensure the correct licensing is in place
* Upgrades to current phone system to take advantage of SIP technology with a view to later integrate with Microsoft Office 365 (Teams)
* Contract management of existing 3rd parties and tender for new services where applicable
* Ensure the IT function consistently delivers value for money
* Implement Omni-channel solutions for digital interactions with our customer base
* Deliver innovative digital solutions to improve digital interactions with our customers

IT Infrastructure Manager, Glen Dimplex Home Appliances, Merseyside

(August 2016 – Feb 2018)

Achievements and responsibilities:

* Managing a team of 6 covering all aspects of IT support from service desk to Infrastructure
* Managing Opex and Capex budgets from £500k - £4 million
* Implemented a new resilient CISCO LAN infrastructure drastically reducing the number of outages
* Project planning and implementation of a staged migration from Exchange on premise to O365 working closely with the group Head of Infrastructure to ensure the plan could be re-used across all business units within the group
* Worked with a Business partner to design, plan and implement a Cisco wireless network infrastructure with complete coverage across multiple sites providing live, stock control to the business along with corporate, mobile and guest access in any area on any site
* Identified and corrected a number of key infrastructure weaknesses in the existing Hyper-V Infrastructure to improve reliability and redundancy of the infrastructure drastically reducing the number of major incidents
* Implemented a new backup & DR Strategy using Veeam Backup & Replication
* Introduced proactive monitoring to allow the team to be more pro-active rather than re-active providing reassurance to the business that IT knows the status of the services it provides
* Maintaining good partner relationships and holding regular service review meetings
* Sourced a system to save the business over £10k a year on electricity bills along with reducing the businesses carbon footprint
* Implemented a change control process to track, control and manage change

IT Operations Manager, G4S Justice Services, Manchester

(November 2013 – August 2016)

Achievements and responsibilities:

* Agile project delivery of a large scale Infrastructure replacement project including in house application upgrades working across teams holding SCRUM’s, etc. to ensure the project was delivered within budget and tight deadlines
* Delivered an number of high profile infrastructure and application projects working closely with our customers using a mixture of Agile and Waterfall techniques
* Leading & managing the technical operations team of 7 and the technical projects including caching and knowledge transfer for 18 service desk team members
* Leading the IT strategy and being the key point of contact for multiple customer contracts
* The architectural design and transition to a new secure VMware virtual infrastructure from a majority physical server infrastructure, incorporating full disaster recovery capabilities across two datacentres, also using Citrix XenApp to deliver App’s and Desktops to end users
* Introduced a new service delivery strategy to allow support for a new managed service whilst still maintaining support for existing contracts in other countries
* Reporting against defined SLA’s, OLA’s and KPI’s to senior management both internal and customer facing. Achieving significant and measurable service improvements and massively reducing time to fix
* Implemented formal Incident, Problem, Change and release management procedures improving customer confidence and reducing the number of incidents caused from system changes

IT Systems Engineer, G4S Justice Services, Manchester

(May 2012 – November 2013)

Achievements and responsibilities:

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* Supporting the Infrastructure in a 3rd line capacity in a 24/7 365 environment maintaining strict SLA’s
* Taking part in out of hours on call support on a roster basis. Often acting as a single point of contact during major incidents
* Replacing and upgrading out dated systems and infrastructure to improve availability and reducing incidents being logged with the helpdesk by over 20%
* Using my knowledge of PowerShell; implemented administration automation which saved the business almost £10,000.00 a year
* Designed, project managed and implemented a VMware virtual environment, to replace an old physical test platform of over 40 physical servers, reducing datacentre cooling and power costs by more than 15%.

IT Systems Engineer, Warrington & Halton Hospitals NHS foundation trust, Warrington

(April 2010 – May 2012)

Achievements and responsibilities:

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* Deputising in the absence of the IT Systems Manager to support the IT Infrastructure and manage the team
* Managed and maintained an enterprise VMware VSphere Infrastructure
* Designed, installed and configured a new backup strategy using Symantec Backup Exec to meet strict RTO and RPO’s
* Designed, Installed and Configured MacAfee Epolicy orchestrator, with Antivirus, Endpoint encryption and Data loss prevention. (To Comply with ISO20000 & 20001 standards)
* Installed and configured Single Sign on software to help users who struggled to remember multiple passwords

IT Technical Support Officer, Warrington & Halton Hospitals NHS foundation trust, Warrington

(September 2008 – April 2010)

Achievements and responsibilities:

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* Designed and implemented a number of systems to allow for ease of desktop deployment, application deployment and patch management bringing the systems up to date including automation and reducing time spent manually carrying out the work
* Designed and implemented a remote access solution for 3rd party access to systems
* Used VB & PowerShell scripts to automate standard fixes to save time
* Created documentation for procedures, known issues and fixes, as well as user guides

IT Operations Technician, St-Helens and Knowsley Teaching Hospitals NHS Trust, Merseyside

(June 2006 – September 2008)

Achievements and responsibilities:

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* Providing 1st and 2nd line support to over 6000 users across many sites
* Designed VB Scripting tools to speed up fix times
* Created an IT Wiki with a Knowledge base, and procedures library (To Comply with ISO20000 & 20001 standards)
* Assisted with the implementation of ITIL processes and procedure to fit the organisation
* Managed and led a project to replace over 1800 computers
* Assisted in the migration from Novel Netware & GroupWise to MS Active Directory & Exchange
* Joined individual Doctors Practices to a single COIN network, including re-configuring in-house systems to work in the new environment, working closely with the customers to ensure a smooth transition

*Qualifications*

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| **Course Title:** | **Place of Study:** | **Qualification:** | **Year Obtained:** |
| **Prince2 Foundation and Practitioner** | QA Manchester | Prince2 Practitioner | 2017 |
| **TOGAF 9 Certified (Enterprise Architecture)** | QA Manchester | TOGAF 9 Certified | 2016 |
| **VMware Certified Professional 5** | QA Manchester | VCP 5 DCV | 2015 |
| **ITIL V3 IT Service Management** | QA Manchester | ITIL v3 Foundation Certificate | 2013 |
| **VMware Certified Professional 4** | Course Academy | VCP 4 | 2011 |
| **Microsoft Certified Systems Administrator** | Wigan & Leigh College | MCSA | 2008 |
| **Microsoft Certified Systems Administrator: Messaging** | Wigan & Leigh College | MCSA: Messaging | 2008 |
| **Computers & Computing** | St Helens College | City & Guilds Certificate | 2000 |

*Hobbies & Interests*

I am very much a family orientated man who enjoys spending time at home and away with my family, however I do enjoy socialising with friends and colleagues, I’m a motorcycle enthusiast and enjoy arranging rides out with friends, I’m also a member of the open group, as well as the British computer society and enjoy attending events, as and when possible to network with others within the industry.

*References*

References are available upon request.