Kristopher Newton

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**PERSONAL STATEMENT**

As an experienced, highly motivated Head of ICT, my skills and abilities that I can bring to your organisation will prove invaluable. With an excellent track record for delivering digital strategies and large scale digital transformation projects, within a variety of organisations from SME to a $1.3 billion global organisation. With significant knowledge within areas ICT, such as Infrastructure, Networks, Application lifecycle, Service Delivery and Support. Meaning I can ensure that the delivery of a digital transformation across multiple teams and departments is seamless and efficient with the success of a global Office 365 transformation and a saving of £445k circa per annum.

WORK EXPERIENCE

Head of ICT – April 2019 – to date

Johnnie Johnson Housing Trust – IT Budget £2.5m circa

Poynton

As Head of ICT, It’s my responsibility for delivering on comprehensive and innovative digital solutions. To drive efficiency and provide enhanced customer experience, in support of Johnnie Johnson and Astraline’s journey becoming an outstanding and market-making organisation within the housing sector.

Working closely with the Head of Business Transformation, this was achievable through leadership and development of a digital strategy to create a programme of Customer Digital Engagement, Employee Empowerment and Engagement in the design and delivery of digital systems.

Having digital innovation in mind, we were able to create a digital culture for collaboration across the entire organisation, and the development of customer-centric and streamlined business processes supported through digital technology.

Responsible for the creation of a highly capable internal technical ICT team, which brings technological innovation into the business creating a secure, value for money and an “always-on” ICT infrastructure service. To lead the improvement of data quality across the organisation and to ensure that vital business processes are optimised to deliver consistent customer experience through an omnichannel approach to digital service design.

Key Responsibilities:

* To anticipate the evolving needs of the business and propose/deliver initiatives for the exploitation in advances in technology – in tandem with the improvement of business processes, data quality, reporting systems and the development of business insight to drive business improvement.
* Using LEAN for process mapping to creating a more effective business by eliminating wasteful practices and improving efficiency across the organisation.
* Lead in the developing project management culture through expertise and leadership, ensuring that dependencies, risks and resources are managed and co-ordinated effectively.
* Provide leadership and direction to the ICT Operational and Support teams, enabling the development of highly effective relationships between departments and stakeholders throughout the organisation.
* Promoting and ensuring the effective operational service delivery of all the ICT functions through continues monitoring and reporting on performance. Ensuring the ICT team members are appropriately skilled and motivated to meet the business and customer needs. Proficiently managing the business demands on the ICT service to ensure that work and projects are prioritised effectively and customer deadlines are achieved.
* Influencing key senior stakeholders to adopt a digital channel shift to support and embrace a modernised new way of working.
* Implement IT security standards and ITIL framework for the success of IT Service Management.
* Lead on the development of a digital strategy to redesign and transform the customer and staff experience, engage and empower employees, create efficiencies for the business and innovate to support the ambitions of the organisation.
* Work with the Head of Business Transformation to develop the organisation’s response to digital exclusion within our tenant and customer base, including tailored support, training and guidance to customers and staff.
* Engage and work with operational managers, leaders and all staff to identify and prioritise areas for business improvement. Working with the People and Organisational Development team, to l design and deliver a digital employee training and support programme as part of your leadership in creating a digital culture and smart office systems.
* Ensuring that comprehensive reporting mechanisms exist to keep the Executive Team and Board informed of progress and the performance of ICT project activity.
* Continuously improve data quality held within the organisations ICT systems to generate business intelligence to drive business improvement.
* Lead on all ICT projects to ensure risks are managed and objectives are met. Adhering to the organisations' project management framework including project implementation planning is well documented. This enables priority setting and resource allocation across a range of complex projects.
* To provide leadership and guidance on cloud solutions and technology, to reduce and streamline the ICT service, including the use of artificial intelligence, system automation and cost reduction.

Head of ICT – June 2017 – April 2019

Campus Living Villages – IT Budget £14.8m circa

Manchester

As the Head of ICT for a global business, this didn’t come without its challenges. I joined the Campus Living Villages following an audit by KPMG which highlighted several key issues. Being tasked with putting together a digital strategy, not only would see global ICT savings, service improvement but would also position the companies IT in a way that it would be easy to separate. Separating the global domain into three regional domains, migrating the global SharePoint and Exchange environment into three geographically located Office 365 tenancies, and setting up inter-tenancy federation to provide global travellers seamless and easy access to their regional data. The biggest challenges for the UK were around GDPR and ensuring we met the requirements under the new Digital Strategy.

As a part of this channel shift, the ICT service would provide a “follow the sun” support 24/7 365 to the UK, USA, Australia and New Zealand. Achieving such an outstanding ICT Service Delivery didn’t come without challenges, including time-zone differences between the UK and Australia. By moving the support function onto a single global platform, leveraging global buying power for standard equipment and standardised training enabled the delivery of a first-class IT service with a significant reduction in support calls.

Responsibilities:

* Develop a new Digital Strategy which will meet the global business demands, improve systems performance across the global operation and provide new ways of working.
* Design and implement short and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements.
* Develop, implement, maintain policies, procedures, and associated training plans for infrastructure administration and project management.
* Participate in the development of IT strategies in collaboration with the ICT Management team and key business stakeholders.
* Conduct research and make recommendations on products, services, protocols, and standards in support of all infrastructure procurement and development efforts.
* Analyse performance of support activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance the quality of service and to prevent future problems.
* Planning and deployment of infrastructure security measures.
* Define hardware and software standards.
* Work closely with the business to ensure we meet GDPR compliance as well as PCI Compliance.
* Represent ICT at required development project meetings and ownership for all ICT related projects tasks.

Head of ICT – July 2016 – June 2017

HOME - Greater Manchester Arts Centre Ltd – IT Budget £800k circa

Manchester

Being promoted to this role following the success of leadership and digital innovation within a short period of time, this also meant taking on additional responsibilities and being appointed a member of the senior executive team.

ICT Manager – January 2016 – July 2016

HOME - Greater Manchester Arts Centre Ltd

Manchester

##### I had been asked to join the organisation to transform its current ICT infrastructure into one of the best Digital Technology sites in the North West. Partnering with Virgin Media Business as a sponsored technology partner enabled the smooth delivery of such technology. With the company’s 5-year strategy, this included a significant channel shift moving staff onto new ways of working collaboratively, efficiently and the reduction of manual processes. With the implementation of an ITIL Service Desk, the effectiveness of problem and change management reduced the number of support tickets, while having the ability to report on KPI and SLA performance. Within the IT strategy, recommendations for moving Office 365, would significantly improve IT systems, enabling an agile working solution and cross-team collaboration. The other key areas to moving to a cloud solution were to give the ability of multi-agency partnership including Manchester City Council, Auto Trader, MIF UK, British Film Institute and many more.

##### Responsibilities:

* Design and implementation of an ICT strategy that allows the organisation to achieve its business objectives. Regularly review the support ICT can play in driving change in the business and support delivery of its goals.
* Reviewing and improving the current EPOS system used for ticket sales for both cinema and theatre, with the need for channel shift to reduce ticket ques and enabling print-at-home ticketing.
* Lead, motivate and manage staff within the ICT team and ensure that all functions are managed within the overall aims and objectives of the organisation and that all actions taken are in line with Policies, Procedures, Budgets and Financial Regulations.
* Develop and maintain effective ICT systems for the organisation, providing value for money and complying with all relevant good practice in procurement and management of IT systems and contracts.
* Investigate and evaluate relevant new technology for the business, procuring and implementing in partnership with users.
* Ensure that the organisation has robust operational ICT procedures and policies that reflect best practice of the highest standard ensure compliance with legislative and regulatory requirements and protect against risks of unauthorised access to data, data loss and loss of service due to malicious activity or major incident.
* Take overall responsibility for the provision of data storage and reporting facilities to ensure that all statutory, management and local key performance indicators and crucial annual task results are recorded, and are available for reporting to the Board and external agencies as appropriate.
* Ensure that the ICT department delivers a high-quality customer-focused service.
* Lead on the development and delivery of appropriate ICT skills plan for the organisation.
* Oversee the management and control of budgets across the ICT function and, for ICT procurement across the organisation as a whole, ensure efficient services, and that all transactions are following the Financial Regulations and within budgets.
* Contribute to the effective management of the organisation through effective team working with the Senior Management Team and other staff.
* Promote good practice around the use of IT systems, technology and digital communication around the business.
* Represent the organisation from an ICT aspect with professional bodies and external bodies whether they be local, regional or national.
* To be responsible for Information Security and IT Governance across the organisation and to ensure Data Protection standards are met, also to ensure we meet PCI compliance.
* Ensure the organisation's IT infrastructure supports and enables the achievement of the corporate strategies and objectives.
* Day to day management of the ICT Infrastructure.
* Managing the IT Service Desk.
* SLA, OLA and KPI monitoring.
* Reviewing current IT policies and procedures.
* Software License Management.
* Providing technical help and support across all areas of the ICT infrastructure.
* Finance and Budget Monitoring.
* Procurement of all IT equipment, contract negotiation and 3rd party relations.
* Staff recruitment and training requirements.

ICT Senior Support Engineer – January 2012 – November 2015

Trafford Council

Manchester

##### As a part of my role not only to deliver a high standard ICT support service to the council but also to ensure the delivery of the ICT support meets the council’s expectations. On a day to day basis, I would be overseeing the running of the IT Service Desk and field support service, including the deployment of new equipment as well as hardware and software fault diagnoses, hardware repairs from desktops, laptops and printers. I would also act as a technical escalation point for the ICT Service Desk staff to ensure that resolution of support tickets resolved within the agreed SLA’s. I also assisted the ICT Customer Support Manager in implementing a new ITIL based service desk (Axios Assyst). This included configuration and training to implement a service catalogue in the future.

##### Responsibilities:

* Day to day management of the IT service desk team and prioritisation of staff resources.
* Working closely and assisting the IT Manager.
* SLA, OLA and KPI monitoring.
* Communicating between our SAP support team and Desktop support.
* Providing technical help and support across a wide range of IT systems.
* Incident Management, prioritisation and escalation.
* Problem and Change Management.
* Service desk staff’s appraisals support, training needs, holiday approval, sickness and rotas.
* Mentoring the 1st, 2nd and field support technicians regarding best practice and customer service skills, aligning training requirements with deployed technologies to enable effective support.
* IT Asset Management and disposal following the WEEE directive.
* End customer communication.
* Procurement of all IT equipment, contract negotiation and 3rd party relations.
* Reviewing and researching new technologies and implementation.
* Finance and Budget Monitoring.
* Staff recruitment, interviewing and promptly dealing with any disciplinary issues under the council’s disciplinary policies and procedures.

Senior IT Technician 2nd & 3rd Line – August 2008 – January 2012

Trafford Metropolitan Borough Council

Manchester

As the senior IT engineer, it was my responsibility to provide support and leadership to the field support staff. Providing them with the technical support and help when required, as well as looking at training needs, PRDP’s and staff appraisals. As a certified Dell engineer, it was my responsibility to diagnose and repair any equipment that the IT support staff were unable to repair, keeping the downtime to a minimum. This would include laptop motherboard replacements, LCD panel replacement to complete system rebuilds. I would also use a range of software to help diagnose issues from faulty HDD’s to POST beeps or codes for faulty RAM, CPU’s, motherboards and even PSU’s. I also implemented a complete stock control system for the IT department, to help provide not only financial reports but to ensure we could meet our SLA’s for faulty equipment and new orders.

##### Responsibilities:

* Providing technical advice and support to our IT Field Engineers.
* Looking after around 180 corporate sites with about 3500 devices.
* Imaging, security marking and deploying the hardware.
* Installation of hardware and software.
* Staffing cover and holidays
* IT Stock Control.
* Hardware procurement.
* Asset Management.
* IT Vehicle fleet.
* Fault diagnosis and prevention.
* Problem Management.

IT Field Support & 2nd Line Engineer – June 2000 – August 2008

Trafford Metropolitan Borough Council

Manchester

As the IT field engineer, it was my role to provided technical support to all the staff within the council. This support would range from Laptops, desktops, printers, networks and phones, to installing a broad range of software the council used. Assistance would be to office-based staff, home workers, councillors, directors and the CEO.

##### Responsibilities:

* Day to day maintenance of all the council’s IT systems.
* Technical Support over the phone.
* Remote Support where possible.
* Software Installation.
* Hardware Installation and upgrades (including Operating Systems)
* Hardware Disposal.

Transport Assistant / IT Support – September 1996 – June 2000

Falcon Distribution Group Ltd

Manchester

After leaving school, I started as a transport assistant. This role included taking telephone calls from customers and leasing with them as to where their delivery was, arranging driver delivery schedules and helping out in the warehouse. As I showed skills within IT, I soon began to help with IT issues and provide advice and support.

**TECHNICAL SKILLS**

* Microsoft Office 365 single and multi-tenancy including the configurations of SharePoint, Exchange Online, Skype for Business – Cloud Telephony, Teams, Yammer, Planner, OneNote, Flow, Power BI, Whiteboard and Cloud Azure.
* Installation and configuration of Windows Server 2012 R2 and 2016 both Standard and Datacentre, DNS, Active Directory, DHCP, IIS, Lync and Skype for Business, Sophos Endpoint Protection, Microsoft Endpoint Protection, Microsoft System Centre Manager 2012 R2 and 2016 (SCCM), Windows Hyper-V including failover clustering, Microsoft System Centre Virtual Machine Manager (SCVMM) and System Centre Operations Manager (SCOM) 2012 R2 and 2016.
* Enterprise backup solutions, including Veeam Backup & Replication and Dell Backup and Recovery.
* SAN Storage and file stores – Dell and HP.
* Support and Administration of a multitude of User Operating Systems, this includes Microsoft Windows XP, 7, 8.1, and all versions of Windows 10, Apple IOS both Mac and iPhone and Android.
* Cloud solutions both AWS and Microsoft Azure as well as Office 365, Web Hosting, Virtual and Dedicated cloud server hosting and multi-tenant exchange hosting.
* Virtualisation environments, both Microsoft Hyper-V and VMware ESXi 5.5 & 6.
* ITIL Service Delivery software including Sunrise, Axios Assyst, SCSM (System Centre Service Manager), Solar Winds and House on the Hill. This also includes implementation, configuration, categorisation, Service Catalogue, Software Licensing and SLA Management.
* Cisco networking and UCS systems. This also includes VOIP systems, switch management, routing, SDWAN solutions, VLAN configuration, Trunking and a fully managed Cisco Meraki network environment.
* Palo Alto Firewall, Windows Firewall, Sophos Firewall as well as VPN solutions including Global Protect, Juniper Connect and Cisco AnyConnect.
* Extensive technical hardware knowledge covering servers, desktops, laptops, tablets and Computers, ranging from Dell, Lenovo, Cisco, Apple, HP, ASUS, Samsung to Toshiba.
* Printer support both desktop and sizeable free-standing Multi-Function devices, this also includes printing solutions for secure and managed printing.

**QUALIFICATION**

* Digital Transformation (Salford University)
* Microsoft Office 365 Administration, Configuration and Troubleshooting
* Microsoft SCCM 2012 R2
* Cisco CUCM (Cisco Unified Communication Manager) Administration and Configuration
* IT Service Management v2 (ITIL)
* Fraud Awareness for Local Government
* Essentials of Information Governance
* Basic Accounts Training
* Axios Systems (Service Desk)
* PRINCE2 (Online training)
* VMWare 6 (Online Training)
* NVQ Level 2 IT Users
* NVQ Level 2 Team Leading & Level 3 Management
* Dell – Dell Certified Diagnostic Engineer
* MCDST Windows XP and 7
* Safe Moving & Handling
* Full, clean UK driving license
* Emergency Medical Response (North West Ambulance Service)

**EDUCATION**

**GCSE’s, September 1991 – June 1996**

South Manchester High School,

Wythenshawe

English: C

Maths: C

IT: B

Geography: D

Design Technology: C

**PERSONAL INTERESTS**

My two young children are my world, and I enjoy spending as much time with them as possible. I enjoy spending a Saturday afternoon either swimming or going to the park whatever the weather. I also enjoy socialising, nights out to the cinema, swimming and when I’m not doing that, I am messing around with my 3D Prints both plastics and liquid resin.

**REFERENCES**

Available upon request.