**Richard James Allison BSc(Hons)**

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**Personal Statement**

I originally trained as a quantity surveyor, but I have spent the majority of my career working and supporting in IT. My interest and abilities in this field were largely the reason for the career switch.

I most recently worked for a company specialising hosted server solutions operating from their own clustered servers, hosted in a major data centre. Customers would be sold a Windows Domain under Hyper-V virtual environment and with their own firewall access and supplied other servers hosting file. line of business software or web sites, usually accessed using terminal services. The company also sold a managed email service (Exchange) and telecommunications, usually Skype for Business or a cloud PBX. I could be involved building these systems or equally at home on a service desk, fielding customer support enquiries or building desktop systems in the office or remotely for Windows and MAC operating systems.

I am mostly familiar with supporting Microsoft infrastructure, serving multiple offices sites and smaller remote personnel. I have also managed Windows Server Domain under Hyper-V virtual and clustered server environment and managed my own network and Firewall. I have good all-round IT knowledge and experience, particularly Microsoft systems, but I believe I have transferable skills and I am willing to adapt to new technologies.

**Skills & Abilities** **Technical**

* Windows Server 2012, 2016, 2019; ‘Active Directory’ Domain management, Group Policy management; some Group policy deployment of redirected folders, printers and software. DNS DHCP Servers, File Server technology such as DFS and data deduplication, FTPS.
* Hyper-V Virtual Server Environment, Clustered Servers and Shared Data Storage. NAS storage devices either freestanding servers or iSCSI Target used with Clustered Servers. Some VMware; VSphere and ESX. Oracle Virtualbox.
* Exchange Server 2010, 2013, 2016 Installation and Management, Windows Mobile Access, Outlook Web Access, ActiveSync, SSL Certificates. DAG
* Network security and protection; Kaspersky Endpoint Security, Webroot, Symantec Cloud Email Protection, Every Cloud SPAM Filter, Symantec Vault,
* Backup Technologies; Veritas Backup Exec; also block level backup technologies such as Storagecraft Shadowprotect in combination with onsite storage (NAS) and offsite cloud storage.
* Firewall Management; Especially pfSense, Draytek Juniper and Netscreen Firewalls. IPSec and Dialup VPN Access, Microsoft Direct Access server.
* Network switch management HP & Meraki, VLAN and MPLS networks
* Operating Systems, Windows 7,8,10, Apple MAC OSX (in Windows domain)
* Line of Business Software, Microsoft Office and Office365, AutoDesk CAD software, Adobe Software (Photoshop etc). Some Specialist Package such as Construction Cost Forecasting Database. Sage accounts software packages.
* Landline and Mobile Telecommunications. Especially Mitel PBX Controller and associated Software. SIP & Softphones; Android and iPhone Mobile devices. Skype for Business
* Microsoft Remote Desktop (Terminal server) and Citrix Remote Desktop and Applications. Thin Client Software and Devices mostly HP.
* Programming skills especially VBA and SQL. Mostly in house developed Database applications and some complex Spreadsheet Macros.
* Web Design Skills – Build Web Servers with IIS with MS SQL and PHP. Proficient in HTML5, CSS, JavaScript, PHP, MS SQL Express. (More of a Hobby).

**Managerial**

* Manage a team and meet deadline; worked in an ISO 9000 environment
* Financial Costing and Forecasting; Purchase and Administration
* Software Inventory and Compliance
* Training and User Support

**Driving Licence** Current - No endorsements. Own Car

**Employment** **Addooco IT Limited** Jan 2018 – June 2019

Senior IT Support Engineer for IT Service provider and Managed Data Centre Infrastructure service. Provide IT Support various clients and assist in Managed services provided by company including managed servers, firewall and network infrastructure, Windows Laptop and Desktop computing and Apple Mac computers. Some line of business software support and managed services such as Exchange mail servers

**Esteem Systems Ltd for Irwin Mitchell** May 2017 – June 2017

Onsite IT support at client Irwin Mitchell Solicitors at their Sheffield Offices. A lot of SCCM automation and a Lot of Thin Client devices. Many user deployments and general support work. Six-week contract providing cover.

**Tiedata Limted** October 2016 – Feb 2017

IT Technical Consultant for IT services outsourcing company; Daily support and helpdesk duties to many small and medium sized companies with very diverse technologies. Some Server Builds and Firewall configurations.

**Strata Homes Limited** April 2010 – June 2016

IT Support Engineer of smaller organisation. Initially similar work as Group role, but with a smaller estate to manage with fewer staff. Approximately 120 users, based from one head office.

The group consolidates back to Doncaster HQ and sells its Main Contractor subsidiary to concentrate on House Building and renames the group name to reflect this.

Focus shifts to Marketing and Cloud based systems with eventual moving of IT infrastructure into Managed Data Centre Solution resulting in redundancy of IT Support Engineer role.

**Strata Group Limited** June 2002 – Mar 2010

IT Support Engineer and Manager for building group of companies. Moved to parent company to manage IT systems for itself and its three subsidiary companies.

Duties included building and configuration of servers and supporting network and systems (see Skills & Abilities). End user systems and software setup and support. Some purchase and forecasting administration and management of other IT staff. Some system development and supplies choice.

At its peak managed a team of 4 people looking after IT deployment over three offices and multiple small construction sites of about 250 users.

During this period set up IT Network and Telecommunications infrastructure for three new Offices including Doncaster Headquarters housing 150 people.

**Weaver Homes Limited** July 1994 – May 2002

Project Quantity Surveyor and IT Support Engineer for House building company.

**Further Education at Sheffield Hallam University** BSc(hons) Quantity Surveying Sept 1991 – June 1994

**Weaver Construction Limited** Sept 1992 – August 1993

**Metkraft Design Limited** Sept 1990 -May 1991

**Coolbridge Limited** Mar 1987 - Aug 1990

**Hallowes Building Supplies** Jul 1984 – Feb 1987

**Education** Sheffield Hallam University, Sheffield City Polytechnic,

Dronfield Henry Fanshawe School

**Qualifications** BSc(hons) Quantity Surveying (2:1), H.N.C Building Studies  
 1 'A' level 8 GCSE 'O' levels

**Interests and** Experienced Leader with the Scout Association, specialising in14 to 18 year  
**achievements** age group, particularly coaching of the Duke of Edinburgh Awards  
 Keen Mountain Bike Cyclist and other outdoor pursuits such as   
 walking and camping