**ROB RICHLEY**

Date of Birth: 21 / 08 / 1975

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**PROFILE STATEMENT**

I am an adaptive, experienced I.T. professional, seeking an interesting and challenging new role to build on my existing knowledge base. I am a proven team player with close to 20 years experience in I.T.

**EMPLOYMENT HISTORY**

## Current Role

## 3rd Line Server Engineer

## NHS Alderhey Children’s Hospital (<https://alderhey.nhs.uk/>)

Based at NHS-Mersey Care, I am working on a big project which involves migrating Alderhey Server Estate from Server 2008 to Server 2016 / 2019.

The role involves planning, liaising with hospital departments & 3rd parties, then building new VM Servers and migrating the data across.

This involves considerable planning and working with 3rd parties to ensure new servers have been tested thoroughly before we plan the cutover, ensuring minimum disruption to hospital departments.

Hostnames, IP and DNS are ideally kept the same during the cutover phase to ensure the transition is seamless.

This role is vast and varied as there are over 150 servers to be migrated, each critical to day to day running and operation of Alderhey hospital.

I am the key player in this project, reporting to IT leads on progress each week.

As well as the Server migration project, I have been involved in BAU and office 365 migration project, server decommissioning and server documentation.

## November 2017 – July 2019

## 3rd Line Server Engineer

## NHS Mersey Care (<https://www.merseycare.nhs.uk/>)

Based at NHS-Mersey Care, Saturn House, Knowsley I undertake project work and 3rd Line Server Support.

I support both hardware and software incidents, which predominately range from windows 2008 / 2012 server architecture.

I’m responsible for supporting domain controllers across 2 domains at the trust, to resolving incidents with more complex Exchange 2010 / 2016 environments.

I’m also responsible for server housekeeping and maintenance such as disk space, resources and patching.

At the NHS, server architecture is widespread and vast, so managing instances using vSphere ESXi 6.7 is a key part of my roll.

Backups are paramount as the NHS due to the large scale of data held, this is managed through both veeam and comm-vault.

Off site backups are also maintained at Ashworth as part of the role.

Day to day administration involves server and group policy administration as well as troubleshooting users active directory accounts.

Since joining the NHS, I have been involved in a key upgrade of server infrastructure from 2008 / 2012 to 2016 rollout.

## June 2014 – November 2017

## 3rd Line Managed Services Engineer

## Comms-Care (http://www.comms-care.com/)

Based at Comms-Care Head Office in Northwich I undertake project work and support 2nd/3rd Line internal and managed service server infrastructure.

I support both hardware and software incidents, which range from windows server 2008 / 2012 R2 domain controllers to more complex Microsoft Exchange 2010/2016 Environments.

I’m also responsible for the patching / upgrading of managed service server infrastructure customers.

Since joining comms-care I have progressed along the MCSE 2012 route completing both exams 070-210 and 070-211.

I’ve also studied with QA and completed both the Microsoft Exchange 2016 administration and Microsoft SCCM 2012 courses.

Both of which have helped me massively as I’ve been able to contribute with the recent migration of exchange 2010 to exchange 2016 as well as take on board the administration of comms-care internal SCCM configuration manager.

This includes building and deploying windows 10 images, Microsoft intune mobile phone app administration and WSUS patching.

I would like to build on this knowledge by progressing to consultant level primarily working with SCCM and enterprise mobility.

## September 2011 – June 2014

## IT Support Officer

## Museum of Science Industry (<http://www.mosi.org.uk/>)

Based at the Museum of Science and Industry in Manchester I undertake project work and act as the main point of contact providing support to 120 staff across the site.

I support all hardware and software incidents, which includes two onsite windows 2008 domain controllers, Exchange 2007 and Windows 2008 file servers. I also provide support for AV equipment and gallery hardware / software.

The network is based upon Cisco Catalyst switch technology; CAT 5 cabling and VoIP Avaya 8 telephony.

Our email client is Microsoft Outlook 2007 and the Microsoft Exchange 2007 Server is based on site in Manchester.

The Museums network is part of one central domain of which I manage through Active Directory.

Since joining the Museum I have worked upon a variety of differing projects including print cost reduction across the site for each of the departments, this included liaising with suppliers, departments and implementing software.

**June 2008 – September 2011**

**IT Support Engineer**

**Dresser-Rand (UK) (**[**www.dresser-rand.com**](http://www.dresser-rand.com)**)**

Based at Dresser-Rand UK office on South Moor Industrial Estate, Wythenshawe, Manchester, I undertook project work and acted as the main point of contact providing 2nd / 3rd line support to staff, managers, engineers and field service representatives across multiple sites and varying locations which include London, Aberdeen, France, USA, United Emirates and Nigeria. I support approx 1000 users in total both face to face and remotely.

I supported all hardware and software incidents, two onsite Windows 2003 Advanced Server domain controllers, Two Windows 2003 Advanced File servers, One Windows 2003 Server voice mail server, Avaya 8.0 VoIP telephony and the AS400 mainframe which is a central storage for all Dresser-Rand accounts. I also support three Windows 2003 file servers based at other UK sites which includes Aberdeen, London and Peterborough. I am directly responsible for the upgrading, patching, administration and backup of all servers.

The Windows 2003 Server File servers hold all UK personal home folders; field service accounts folders and network drive mapping. I manage users drive access permissions through Active Directory accounts. We run a 3 week backup cycle through Symantec backup exec and Veritas. Monthly cycles are also performed across all UK sites.

The helpdesk 1st line support service centre team is based in France and this is the users first point of contact for all IT related software/hardware incidents and change orders. A ticket will then filter through the ITIL service desk to the relevant teams and Engineers who will work to agreed Service level agreements (SLA`s). The remote tool I most commonly use is LANDesk. This is also a powerful application with a lot of built in capability such as delivering software packages for system upgrades and rollouts.

**Projects**

The projects I have worked upon since joining Dresser-Rand include Symantec Endpoint protection project which involved installation and configuration of the SEP administration console on the server, configuring Endpoint protection policies and delivering those policies remotely through LANDesk.

I also produced user guide documents for the helpdesk teams and end users.

I am currently working on the UK licensing project which involves gathering information of all key software installed on all UK servers, desktops and laptops for all UK sites and producing reports so we know exactly where we stand to ensure the company is compliant with licensing regulations. This information is mainly obtained through LANDesk queries which I will use to produce Microsoft Excel reports. Another upcoming project that I will be responsible for is management and renewal of all laptops across UK sites which are currently on lease with IBM; again this will take significant planning and accuracy.

A key aspect of my job is to deputize for the IT manager in his absence, as he is spending more time overseas foreseeing various projects; I am effectively managing Wythenshawe IT solely.

## August 2006 – June 2008

## IT Administrator

## Brookson (<http://www.brookson.co.uk>)

## Brookson are one of the leading providers of accountancy, tax advice and other financial support services to freelance professionals.

**Overview**

## Working as part of a team of six employees based at Brookson head office in Warrington I was one of two Senior IT Administrators. The team consisted of two 1st line Administrators, two Senior IT Administrators, an onsite developer and the IT manager. The company would also contract an external development team (esay, based in Manchester) to assist in the development of bespoke applications.

## My main tasks were to undertake project work, to provide 2nd / 3rd line support to all users within the business and to effectively manage the 1st line support members of the team. I would also provide training to staff on new technologies as and when needed.

The network backbone was a single domain running on Cisco 4006 switch technology; CAT 5 cabling and split into four VLANs (one for each department) this was to improve overall bandwidth performance as the network grew in size.

Brookson support coverage was very wide and varied, supporting 17 onsite servers which included SQL 2000, Windows 2003 Advanced Server domain controllers, IIS Web Servers, 3 Microsoft Exchange 2003 (in a clustered environment), 2 Windows 2003 Server development, 1 Tobit server (faxing) based on Windows 2003 server, Windows 2003 Server file storage and Microsoft Great Plains. Daily and monthly backup routines were performed on a 3 week cycle, we used Symantec Backup Exec.

On a day to day basis the team would average approx 70 requests/incidents, 1st Line support would effectively manage those requests through Track IT service desk software and distribute incidents/requests accordingly to senior IT members depending on technical ability and expertise. Customer SLAs were also in place for all incidents / project work carried out within the team.

Support requests would include File server management (permissions and directory membership), Active directory management (account creations, access, OU, organization), SQL 2000 backup/restore and data manipulation changes (changes to members through SQL databases, interrogate tables), Web support (permissions on management accounts, account access), blackberry PDA setup and anything to do with the patching of Cisco network and telephony.

Due to the amount of member information held at Brookson, we heavily relied on SQL databases, management, interrogation and providing vital company information to managers and other teams through Crystal reporting.

I was in charge of the company’s phone system, which included troubleshooting any issues, extension configuration, hunt group membership, voicemail; phone manager software, Call centre view configuration and training, PC wallboard (call centre software) and ensuring all services run smoothly with minimal down time should any issues occur.

I also worked closely with the onsite and offsite developers for support of the companies bespoke software systems for payroll functionality this included the development, bug fixes, liaising with teams for testing purposes and arranging release of new versions; most releases would fix any payroll issues.

From a reporting standpoint I would produce IT reports using different software, for example using crystal reporting to provide information regarding member’s details i.e. if a member has been paid in the last 6 months. Produce phone reports, current call volumes for all departments using call centre view software and network, hardware/software reports using Express Metrix software which would include specific information about software/ hardware for licensing costs.

**Projects**

Since joining Brookson I have worked on multiple projects as outlined below:

* Licensing for the entire business, this involved running Express Metrix software on the network, gathering the information we had on licensing and producing reports so we could make some important purchasing decisions. I looked at the different licensing options such as open and managed licensing, how many CALS we would need on the servers and the most cost effective solutions.
* Disaster recovery project, this involved the planning and procedure of how we would re-build business critical servers such as SQL databases with minimal downtime and compiling documents for the actions we would take.
* RIS project, when I first joined Brookson the team was using drive image software to configure new laptops and desktops, as the business expanded it became evident we would need a quicker and accurate solution for machine images, it was my project to configure RIS image deployment on a server so we could image new machines directly via network cable.
* Audit document, this involved gathering information about the network, servers and applications we had running and producing and updating a detailed report.
* Service Desk Upgrade, this involved moving our service desk onto a much improved version with a lot more automated features, i.e. when a user emails a request a ticket would automatically be generated. This was tested on a dedicated test server before going live.
* Microsoft Exchange project, this was a team effort in order to move off Tobit email to exchange in just over a weekends work and took a lot of planning and hard work with the limited timescales we had in place. Over the course of a full weekends work we installed 3 Exchange servers in total (2 exchange and 1 backup in a clustered environment) and rolled out Microsoft outlook 2003 to all client desktops and laptops.

## December 2004 – July 2006

## Desktop Support Technician

## Sword-UK (<http://www.sword-uk.com>)

Sword is an international IT service provider, specialising in compliance in heavily regulated markets.

Based at Royal Sun Alliance, York Street, Manchester, I worked on a contract that Sword have with Royal Sun Alliance. As part of a team of 6 Sword employees our main tasks were to undertake project work and also to provide 2nd line support to Royal & Sun Alliance users based in Manchester, and also approximately 1000 remote users.

Working as a 2nd line desktop support technician I provided technical hardware and software support to all onsite staff at the Manchester branch and remote support to engineering surveyors and home workers, this included VPN configuration and troubleshooting, broadband configuration and troubleshooting, Lotus Notes email support and the configuration and installation of client side databases such as Wang Mainframe which was largely used by surveyors to upload reports for insurance purposes.

The helpdesk system we had in place was an ITIL structure, the 1st line service desks were outsourced to India and we would accept tickets assigned to us through the service centre teams.

The structure was split into dedicated teams in different office locations, server, purchasing and desktop/application support.

During my time at Royal Sun Alliance I worked on a desktop rollout project which involved migrating from Microsoft Windows NT to Microsoft Windows XP Professional; this was achieved via Remote installation services. Due to the number of users the upgrade was deployed in a logon script which prompted an unattended installation from the server.

### October 2000 – December 2004

## Systems Administrator

## Sword-UK (<http://www.sword-uk.com>)

Based at Royal Sun Alliance, Manchester I was promoted to Systems Administrator providing 2nd line support to Royal and Sun Alliance users, and also approximately 500 remote engineering surveyors. The position involved 24hr dedicated support and administration of the RSA reports Mainframe, organising shifts, the training of staff and to deputise when needed for the Operations Manager.

The RSA reports mainframe was based on the WANG VS 1600 from Gentronics; it was the central storage system for all insurance reports involving lifts, cranes and other mechanical machinery. An engineering surveyor would dial into a server at RSA and upload the reports on a daily basis; these reports would then get pushed across to the mainframe via a batch program. The reports would then run overnight via various procedures and eventually be finally printed on a nightly basis. It was my job to ensure the smooth running of the system, surveyor setup and administration and to escalate were necessary to development teams should any processing problems arise.

It was also a requirement to support RSA users who would use the system to run queries to pull off various information, this included granting access permissions and setting up new user accounts.

## August 1995 – October 2000

## Computer Operator

**Sword-UK (**[**http://www.sword-uk.com**](http://www.sword-uk.com)**)**

Based at RSA / IBM I worked a continuous 24hr shift pattern providing 1st

/ 2nd line support to Royal and Sun Alliance users, and also approximately 500 remote users.

As a computer operator I worked a 24hr shift pattern covering both the dayshift and nightshift.

The nightshift included overnight backup routines, report / ad-hoc processing procedures, printing reports and escalations / fixes of any faults that would occur.

The dayshift included 1st / 2nd line support and maintenance of the RSA reports Mainframe, password resets and general administration requests. I also spent time studying IT qualifications on the MCSE 2000 track.

**QUALIFICATIONS**

**Microsoft Certified Professional**

* 070-410 Installing & Configuring Windows Server 2012
* 070-411 Administering Windows Server 2012
* 070-073 Implementing and Supporting Microsoft Windows NT4
* 070-210 Implementing and Supporting Microsoft Windows 2000 Professional
* 070-215 Implementing and Supporting Microsoft Windows 2000 Server
* 070-215 Implementing and Supporting Microsoft Windows 2000 Directory Services
* BTEC National Diploma Computer Technology
* 9 GCSE’s at Grade C or above
* Full UK Car License

I have also attended several QA instructor training courses, including Microsoft Exchange 2016 and SCCM 2012 administration.

**TECHNICAL EXPERIENCE / SKILL SET**

**Client Operating Systems:** Windows 10. Windows 8, Windows XP Professional, Windows Vista

**Server Operating Systems:** Windows Server 2019, 2016, 2012, 2008, 2003. Windows NT Server 3.51/4, Windows 2000 + 2000 Advanced Server, Windows 2003 + 2003 Enterprise Server, Exchange Server 2010, Exchange Server 2016. Office 365.

**E-Mail Clients:** Microsoft Outlook 2003, Microsoft Outlook 2010, 2013 & 2016

**System Administration:** Arcserv, Symantec Backup Exec, TSM (Tivoli Storage Manager), Active Directory Management, Microsoft Exchange 2010, 2016 Administration, Microsoft SQL Server, SCCM 2012 Administration.

**Remote Applications:** LANDesk, Dame ware, Tivoli, VNC, Teamviewer

**Networking:** TCP/IP, DHCP, DNS, WINS over both Ethernet and Token Ring networks.

**Network Management / Security:** Symantec Endpoint, IBM Director Remote Management, DRAC (Dell Remote Access Controller), Symantec / McAfee Anti Virus.

**Hardware Platforms:** IBM, Dell, HP, Compaq + others

**INTERESTS**

My main interests are weight training and nutrition; I hold a diploma in Personal Training and undertake personal training in my spare time.