Jonathan Mark Short

## Personal Details

Date of Birth 30/12/1968

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Marital Status Married

Driving Licence Full/Clean

Security Clearance DBS – (No current security Clearance)

## Personal Profile

My skills have been gained from 25 years working in Technical Support. I have done a variety of roles and held varying levels of Management, I have always been involved as a hands-on engineer, with a need to keep my skills and knowledge on top of the changing environment.

## Skill Summary

**Hardware:**

Lenovo PC, Compaq PC, IBM ThinkPads and Desktops, Toshiba Laptops, Dell PC, Laptops and servers , HP Proliant servers and printers, Apple Macs.

**Operating Systems:**

Workstation - NT4, Windows 3.1, 95, 98, XP, 2000, Vista, Win 7, Win 8, Win 10, DOS, OS/2 up to Warp4, Mac OS X, Linux.

Server – OS/2, NT4, Windows server 2000, 2003, 2008, 2012, 2016 and SBS 2003.

**Software:**

Office: Microsoft Office 2003, 2007, 2010, 2013, 2016/ Word / Excel / PowerPoint /

Access / Project / Visio/ SMS/SCCM/ Internet Explorer, Adobe CS4,

Acrobat, Photoshop, Illustrator.

E-mail: Microsoft Outlook/ Exchange, Lotus Notes.

Terminal Services: Citrix Metaframe/Xen Apps/VM Horizon.

Anti Virus: Total Virus Detection, McAfee, Symantec, Sophos

Encryption: McAfee, Sophos, Bitlocker

Server Tools: Active Directory, Enterprise Administrator, Backup Exec,

Arcserve, Networker.

Applications: Sage Accounting, SAP. MS Dynamics CRM

Helpdesk Tools: Remedy, Expert Advisor, CA AHD/USD, HOTH,

Touchpaper, Tivoli, Clarify, Spiceworks, Service Now

Remote Tools: LogMeIn. Teamviewer, LANDesk, Bomgar

Network/Firewall: VPN, Black Ice, Zone Alarm, Microsoft Defender.

Unix: Reflections, PC-Xware, Exceed, Putty.

Virtualisation: VMWare, Oracle Virtual Machine and MS Hyper-V

Other: Oracle, Paradigm, Ingres, SQL, PC Anywhere, Norton’s Ghost, Partition Magic, GoverLAN , , Easy Label

**Work Experience (Permanent)**

**Nov 2015 – Present Day Stanley Black & Decker**

**Site Support Analyst**

Working alone covering the North West and Ireland, covering sites and a virtual office. Estimated user base is about 500 and I am situated at a 24/7 manufacturing site. Responsibilities include, Break/fix and Request, with the added responsibility of purchasing and managing stock levels of IT equipment and consumables with an average yearly budget of around £250K. Working as a member of team supporting EMEA region, with remote tools and SCCM for application delivery. In the last 12 months I have been awarded two Win Awards for outstanding work, for the deployment of a new version of SAP and for setting up processes for the Ireland Security business. The last year I have been involved in migrating all Win 7 users onto Win 10 and the migration of PST storage into the cloud.

## Work Experience (Contract)

**Jan 2014 – Oct 2015 Avdel (UK) Limited**

**IT Rollout Engineer**

Contracted to provide Windows 7 Rollout of new Infrastructure and replace all existing XP, in the EMEA region. Imaging around 400 PC’s and migrating existing data onto the new environment.

**Aug 2011 – Nov 2013 Stepan UK Limited**

**IT Manager**

Contracted to replace the IT Manager, managing and overseeing all support needs and IT Infrastructure development. Project managed the Rollout of new Server environment and Office based users to a Server 2008, Windows 7, and Office 2010 environment. Project managed the relocation of the Server Room, implemented VoIP Telephone system and new Fibre Optic network.

**Jan 2011 – Jul 2011 Cyprotex Discovery Limited**

**Project Engineer**

Contracted to provide Rollout of new Infrastructure. The new platform is Windows server 2008 with Windows 7 and Office 2010. 60 PC’s and 15 – 20 servers had to be updated. Servers are a mixture of physical and virtual. The virtual environment uses Oracle Virtual Machine. Servers built include Exchange, KMS, WSUS, File, Print, DNS, DHCP and several application servers. Also built a Wiki server to provide self-help 1st line support for users and knowledge base for the IT staff. The Scientific software used on the desktop is XP only compliant and several machines have been built with VM Ware and Virtual PC.

**Feb 2010 - Jan 2011 G4S Justice**

**Project Engineer**

Returned for a 3rd time at their request to provide Project implementation on the Document Management system and Disaster Recovery. The Document Management System involves a new Server and Workstations to upgrade the existing software and integrate into a new version of the Core Business Application using Microsoft Dynamics CRM. The Disaster Recovery site houses 30 PC’s in the event of failover from the Head Office. This have been installed and updated to incorporate the new system and the existing Business as Usual toolset. Rebuilt the Citrix server Farm.

**Nov 2008 – Nov 2009 Umbro International**

**2nd/3rd Line Support Engineer**

Contracted to provide backfill support, due to the SAP Implementation Project. Supporting mostly XP workstation/2003 Server environment with MS Office, Outlook/Exchange. General tasks involved responsibility for Media backups and restores, and providing Desktop support to the infrastructure services, and Apple Mac support to the Design team. Projects included a Desktop refresh program for the Head Office staff (200 users) and Head Office relocation to new office premises. This involved installing and cabling over 250 PCs at the new location and then making sure they all still worked and printed where they were supposed to.

**Aug 2008 – Oct 2008 G4S Justice**

**2nd/3rd Line Support Engineer**

Contracted to provide second and third line support on the busy helpdesk. (See May 2007 – Mar 2008). New projects included a migration from Lotus Notes to Microsoft Exchange, and migration of users onto a new Active Directory controlled domain from an NT infrastructure.

**Mar 2008 – Aug 2008 Alfred McAlpine**

**Service Desk Analyst**

Contracted to provide first and second level support on the busy helpdesk.

Supporting XP workstation/2003 Server. Dealing with MS Office, Exchange/Outlook, Citrix Metaframe, and a number of Applications running over Citrix.

Using Active Directory for password resets and security group permissions. All support provided remotely using LANDesk, providing second level fixes and software distribution.

**May 2007 – Mar 2008 G4S Justice**

**2nd/3rd Line Support Engineer**

Contracted to provide second and third line support on the busy helpdesk. Supporting XP workstation/NT4 Server. Dealing with MS Office, Lotus Notes, Citrix Metaframe, and a large number of web based bespoke Applications. 75% of users are Citrix based. Citrix support involved load balancing, software upgrades and general support. All applications used SQL databases, requiring SQL queries and Crystal Reports to produce any bespoke reports. Hardware support for Dell PC’s, Laptops and Servers with HP printers.

**Dec 2006 – Apr 2007 Accenture**

**Technical Support Engineer**

Contracted to provide first and second line support to NHS helpdesk in Leeds. PACS support for all X-ray and Scanner machines in the North East and East regions. Managing the ITIL change management and producing regular management reports.

**Aug 2006 – Nov 2006 4M Technology**

**Support Engineer**

Contracted to provide support for a small IT Consultancy, dealing with small local companies. Completed Server builds and PC builds and rebuilds mostly using the Microsoft Suite of applications and operating systems. Covering 1st, 2nd and 3rd Line support both over telephone and face to face, also assisting on office installations of Server and PCs with networking and cabling capabilities. Systems being supported include MS SBS 2003, Windows XP also MS Exchange/Outlook, Office, Excel, Access, Powerpoint, SAGE Accounting, Adobe Photoshop.

**Work Experience (Permanent)**

**Aug 1999 – Jul 2006 CSC, Warrington**

**(Feb 2001 – Jul 2006) Expert Support Project Manager**

**Europe, Middle East and Africa**

Working for Expert Support implementing and supporting Advanced Help Desk and Unicenter Service Desk both Helpdesk Management Systems made by Computer Associates. Implementing and Testing of USD (Unicenter Service Desk) 6 and Release 11 which are verified ITIL compliant, to assist with the implementation ITIL Service Support within CSC. This involves liaising with the client, service delivery managers, lines of service, and helpdesk call centres. Working with the Client to identify their needs, then collecting data, and loading this information onto the application database. Running tests and pilots on the data and then organising training on the help desk for appropriate users. Establish service level agreements with both the client and the Service Delivery Managers and put these into practice and produce reports to reflect the performance of the accounts. Projects include a Global deployment of a 23,000 user rollout to 35 countries and a European deployment to 19 countries, a 1500 user rollout of the Helpdesk management system in the UK and larger projects in Germany, Switzerland, Sweden, Denmark, South Africa and the UK. Responsibilities also cover deploying Asset Management System (AMI), and other Helpdesk tools, for procurement, Knowledge Management and Self Assistance.

(Aug 1999 – Feb 2001) Desktop Analyst

Provided a full second line support role for various customers, CSC, IT Services, BNFL, Age Concern England and Airtours. Started initially with BNFL R&T rollout, for Y2K compliance and later moved onto full support, server and workstation for the same department. A departmental reshuffle widened the role to support all the above customers. The servers use Windows NT4 server, with the desktops and laptops using NT4 workstations with Microsoft Office, Lotus Notes, and Total Virus Detection (TVD). Standard work includes File restores, print queue management, account administration, SMS server maintenance, server checks and general desktop support.

**Jul 1996 - Aug 1999 Norwich Union**

**(Aug 1998 – Aug 1999) Technical Support Team Leader**

Responsible for a team of three engineers managing 4 sites and over 1800 users. Along side these duties, which included staff welfare, appraisals and organising training, arranged the workloads and prioritised the throughput of jobs that came into the department. The team's main priority was to look after the Windows NT4 based workstations and all networked printers. Involved in project Orion that lasted eighteen months and encompassed a company wide roll out of new Windows NT4 machines. The main driving force was standardisation of equipment and operating platform as part of the Y2K upgrade. An upgrade of the network to TCP/IP and DHCP with increased bandwidth for use with SMS was implemented running alongside Orion. Provided backup for the server team, in the areas of administration and security at the 4 sites.

**(Jul 96 - Aug 98) Technical Support**

Maintain, support and service networked IBM, HP Deskjet/Laserjet and Lexmark printers. Configuring of Compaq and IBM PC's to the LAN server and Token Ring network. Part of a team providing technical support and second line help desk support to over 6000 users on the LAN network, and supporting OS/2 and Windows 3.1 through to 95, Lotus Smartsuite, MS Office, IBM 3270 emulation and TCP/IP. In May 1997 was moved to a site to become part of team of four on-site engineers, providing second line support to three buildings including a call centre with over 1600 users. Became involved in a large project, NOP, at the beginning of January 1997, along with Unisys, which began the conversion of all OS/2 driven operations and software to a Windows NT4 platform.

**Previous Employment**

Dec 1995 - Jun 1996 Greater Manchester Police Technical Support/ IT Trainer

Jul 1994 - Nov 1995 Mercury Communications Sales Administrator/ Technical Support

Apr 1994 - Jul 1994 Wigan & Leigh College -Trainee Teacher

Aug 1992 - Mar 1994 Wigan MBC Education Department -Technical Support

Aug 1992 - Mar 1993 ZD Quality (Self Employed)

Jun 1990 - Aug 1991 ICI Chemicals & Polymers Distribution Operator/ Complaints Controller

**Training**

NT4 Server Administration

NT4 Core Technologies

OS/2 v3 and v4 Core technologies

Lotus Notes Admin Introductory

Network Essentials

ITIL: The Service Desk and Incident Management

ITIL: Configuration and Release Management

ITIL: Problem and Change Management

ITIL: Financial and Security Management

ITIL: Service Level and Capacity Management

UNIX Shell Scripting Tools

Virtual Team Leadership

In house training at Greater Manchester Police:

Lotus Ami Pro Introductory & Intermediate

Lotus 123 Introductory & Intermediate

Lotus Freelance Graphics Introductory

Lotus Approach Introductory

SQL Introductory

PC File Introductory

Manual Writing

## Education

1980 - 1985 - Hesketh Fletcher High School, Atherton, Manchester.

GCE 'O' Levels: Mathematics (B); English Language (C); Physics (C); Geography (C); Computer Studies (C).

1985 - 1987 - Leigh College of Further Education.

BTEC National Diploma (OND) Business Studies (Distinction).

1987 - 1992 - Birmingham Polytechnic Business School.

BA (Hons) Business Studies. Class Awarded 2(ii)

Subjects studied:Economics, Organisational Behaviour, Law, Computing, Quantitative Methods, Accounting, Business Analysis, Personnel Management, Employee Relations, Business Economics, Operations Management, Organisational Decision Making.

Final Year Project: "The Future of Quality Management in Britain."

1993 - 1994 - Wigan & Leigh College of Further Education.

City & Guilds 7307 Teacher Training Certificate.

**Interests and Hobbies**

ECB Level 2 qualified coach. Managing a team of U15’s at Warrington CC.