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| **Personal Profile**  A highly experienced Network Manager, Senior Technical Consultant and Helpdesk Manager with a background in supporting online learning and staff development. Enjoys exploring emerging technologies and investigating how benefits can be maximised in different environments. An adaptable, confident, mission driven enabler and Technical Team Leader who possesses an expert knowledge of operational management and communications. A confident, focused problem solver and networker, well versed in leading his team and nurturing good working relationships with customers and third party providers.  **Key Skills**   * Excellent communication skills. * Outstanding relationship management. * Experienced strategist. * Works well both independently and as part of the wider team. * Passionate about IT. * Service delivery focused. * Continual Professional Development. * Team Management and Leadership.   **April 2024 - Present day**  **Educational Network Manager**  I am currently thoroughly enjoying being the Network Manager of two large London Secondary schools, a boys’ school in the morning and at a girls’ school in the afternoons. For me, it feels like a homecoming, giving me the chance to bring all of the skills that I have learnt over the years to bear to make real enhancements to teaching, learning and educational outcomes. Absolutely loving it. Currently assisting my two schools in different ways with transitioning to becoming Academy Trusts, one joining an established, fairly large trust and the other at the core of a new emerging Academic Trust. Exciting times!  **2023 - Evolve Computers - Helpdesk Manager**  **Responsibilities**   * Ensuring that support tickets are dealt with promptly. * Managing the Autotask Helpdesk. * Supporting 35+ UK businesses with IT Support. * Ensuring that Service Level Agreements (SLAs) are met. * Enforcing process compliance. * Developing and reporting on Key Performance Indicators (KPIs). * Staff development and Continual Professional Development. * Continual Service Improvement. * **Achievements** * Proven track record of achieving and exceeding targets. * Energised and inspired the Service Desk Team. * Nurtured a supportive environment where Knowledgebase articles minimise escalations.   **2019-2022 – MSI Reproductive Choices - Senior System Engineer & Technical Project Manager**  **Responsibilities**   * Managing a global team of experienced support analysts and engineers. * Key member and occasional Chair of the Change Advisory Board (CAB). * Technical Project Management. * Supporting colleagues with IT issues. * Ensuring that all systems are high availability.   **Achievements**   * Identified and facilitated access to appropriate Continual Professional Development courses. * Led a major overhaul of staff hot-desking hardware. * Managed the move to the Cloud to minimise our server room footprint and energy consumption.   **2008-2019 - The London Grid for Learning (LGfL) - Senior Technical Consultant**  **Responsibilities**   * Providing expert educational advice to senior team members in London schools. * Key member of the Technical Steering Group (TSG) for London. * Promoting and supporting video conferencing across our estate of over 3,000 schools. * Providing staff training in learning platforms and next generation learning technologies.   **Achievements**   * Made video conferencing more egalitarian by migrating to software based solutions. * Kept schools and associated data safe by facilitating access to security solutions. * I was invited by the European Union to assist educators based in Germany in creating a new Community Learning Hub in Osterholz-Scharmbeck.   **Education and Qualifications**   * Microsoft Certified in several Windows Server and OS courses. * Cisco Meraki Networks. * Cisco ICDN Certificated. * ITIL Certificated in IT Service Management. * Azure Fundamentals AZ-900. * Meraki MX Firewalls. * Sangoma PBXact Essentials. * GDPR Certificated. * Diplomas in Webmastery and Advanced Webmastery. * Business Continuity Awareness. * Fronter MLE Accredited to the highest level – Train the Trainer.   References available upon request. For more information, please see: <http://www.drewtibble.co.uk> |