


MATT CALHOUN

IT MANAGER

CONTACT

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 mattcalhoun.co.uk

An experienced IT Manager with good all-round managerial and technical skills, currently responsible for the ongoing development and management of the servers and network, system security, all classroom and office IT equipment and telephony in a Primary and Secondary School within a Multi Academy Trust.

As well as providing daily support for individual computers, staff and students, the role includes overseeing the departmental budget, all IT procurement, managing all IT and telephony projects through to completion and maintaining accurate network documentation.

Very capable with a proven ability to ensure the smooth running of IT systems and provide IT services that will improve the efficiency and performance of a workplace, with the ability to build professional relationships and communicate well with Stakeholders

- End User Support
- Network Support
- Network Infrastructure
- Network Security
- VMware & Hyper-V
- Windows Server & Workstation
- PC & Laptop Repairs
- Managed Wi-Fi
- Software Testing
- IT Procurement
- Project Management
- Network Documentation
- Asset Management

Experience

Brentwood Academies Trust, Brentwood

Trust IT Manager for St Martins School & Larchwood Primary School

August 2014 to Date

- Managing a team of 4 Technicians
- Mentoring of IT Apprentices.
- An understanding of the workings of a Multi Academy Trust, including aims, goals and expectations of working towards these goals.
- Working with outsourced/3rd Party IT Service providers, both support and procurement.
- Building excellent working relationships with customers and service providers, based on transparency and communication with an aim to continuously improve services.
- Ensuring all Stakeholders are involved in regular communication, ensuring that they are fully updated on project progression.
- Running projects and support on multiple sites simultaneously.
- Dealing with vendors for both products and services, obtaining maximum value for money and ensuring requirements are met and exceeded.
- Manage the operation of the IT infrastructure across both school sites and plan its strategic development.
- Ensure the school's IT facilities enable and enhance teaching, learning and administration.
- Effectively manage the IT support team to optimize service delivery Trust wide and ensure ongoing professional development and training for team members.
- Manage, maintain and control all IT equipment.
- Manage the day to day operations of both school networks.
- Ensure procurement of all hardware and software adheres to best value principles and is subject to a high-quality evaluation, installation and maintenance.
- Manage the IT team to ensure a professional, efficient and effective support service for staff and pupils.
- To implement and maintain an electronic database of all ICT support requests.
- Maintain an electronic inventory of all IT hardware and software, identifying those items that form a part of the asset register and liaising with the finance team and accountants accordingly.
- Ensure all IT users have the correct access rights and accounts are regularly reviewed.
- Manage the maintenance of IT resources (hardware and software) of both schools.
- Manage the accurate production of network documentation of the network resources (hardware and software) and inventories and the Fixed Asset Register.
- To manage all system updates, including SIMS, recognising the flexibility required and need to run some updates after hours or at weekends.
- Manage, maintain and develop the schools broadband internet access and email systems.
- Supervise the provision of technical advice to all staff.
- Advise SLT on opportunities to improve existing systems.
- Manage staff appraisal and monitoring of performance.
- Control and implement the school's security policies in respect of all software and hardware and ensure the security and integrity of the networks, licensing and copyright requirements.
- Be prepared to attend training courses and also identify training needs of staff.
- Offer technical advice and support to other schools within the Brentwood Academies Trust.

- Prepare and manage the IT budgets, reporting any variances to the Finance Director.
- To ensure disaster recovery procedures are in place and regularly tested. Ensuring back up procedures are robust and comply with the BAT financial regulations.
- Assist with providing strategic support and direction.
- Raise the profile of IT in the school.
- Raise risk assessment awareness for safe working practice in IT.
- Maintain existing relations with IT suppliers and partners whilst focusing on value for money.
- Advise on purchasing and negotiation of hardware and support contracts.
- Advise on school requirements, upgrades and new technologies and their application.
- Supervise projects as required including working with contractors and consultants.
- Develop and facilitate a better teaching and learning environment.
- Contribute to delivery of whole staff training.
- Maintenance of the St Martins telephone system.
- Support the site team in management of the St Martins CCTV system.
- Ensure all systems comply with the current GDPR requirements.
- Support of St Martins cashless catering system.
- Management of the school web filtering system.
- Maintain and update St Martins website.

Projects Successfully Managed:

- Migration of St Martins Email from onsite Exchange 2007 server to Office 365.
- Upgrade of servers from 2003 to 2012 R2.
- Migration and upgrade from Server 2008 to Server 2012/2016
- Renewal of Server Hosts and SAN.
- Replacement of St Martins aged CAT 5 cabling to CAT 6, including new fibre optics and managed switch configuration.
- Installation of 2nd Core switch.
- Migration and implementation to new broadband provider.
- Migration to new parental communication system
- Planning and implementation of a new St Martins website.
- Implementation of new managed network and data migration in Larchwood Primary
- Upgrade of both schools from Windows 7 to Windows 10.
- Implementation of managed print software in both schools.

Gaynes School, Upminster

System Manager

January 2007 to August 2014

- Provide information and advice to the management of the school to assist strategic and long term planning, problem resolution and technical developments.
- Redesign and maintain the School Website
- Manage, organize and implement school ICT development projects.
- Management of the School Telephone system
- Assess and advise in both curriculum and administration ICT improvements and project plan all activities from initial idea to project completion.
- Ensure first line help and support on a day-to day basis, which includes:
 - Respond to queries and requests from staff and pupils
 - To repair and upgrade and resolve faults in equipment
 - Addressing systems and applications failure and malfunctions
 - Using a helpdesk system for prioritization, managing the recording and resolution of ICT issues.
 - Referring work to external suppliers and providers – using agreed protocols where necessary.
 - Install, set up, configure, test and record ICT equipment, systems and software.
 - Responsible for audio/video within the school and for after school activities.
 - Responsible for SIMS user accounts, addition/deletion and maintenance of all requests.
 - Periodically review supplier's costs and services with the objective of improving quality of service and cost for the school.
- Responsible for the budget for ICT Stationery. Hardware maintenance and Telephones
- Analyse and recommend software packages to enhance the school's performance both administration and curriculum.
- Plan and implement a programme of scheduled routine maintenance to equipment, systems and procedures that is agreed with the management of the school.
- Plan and implement the regular ICT audit and maintenance of an up-to-date inventory using recording procedures agreed with the Senior Leadership Team.
- To take appropriate action to identify, evaluate and minimize any risks to health, safety and security in the immediate working environment.
- Carry out risk assessments for the range of situations and activities arising from the use of ICT in the school.
- Develop, plan and implement an agreed, scheduled and recorded programme of safety checks on ICT equipment and materials
- Advise on and develop in the school best practice health and safety procedures in the use of ICT.
- Develop, organize and implement agreed safety and security policy, systems and procedures covering: Information and data, Equipment and materials and Access to systems and networks
- Ensure the safe storage and security of ICT materials and consumables, their ordering and purchase in accordance with the financial procedures of the school and for ensuring that adequate supplies are maintained.
- Ensure safe and secure receipt and delivery of ICT materials, equipment and consumables.
- Use personal ICT skills to support the administrative requirements of the post.
- Organize installation of CAT5 structured cabling and network ports in classrooms and offices.

International Financial Data Services, Basildon

Dealing Administrator

October 2006 to December 2006

- Processing ISA OIEC and Pep Stock transfers for customers
- Vetting new stock transfers upon receipt from clients to ensure there are no errors.
- Quality checking colleagues transfers to ensure there are no errors.
- Entering any missing tax information on Third Party Stock transfers.

Generic Software Consultants Limited, Milton Keynes

Software Engineer

August 2004 to December 2005

- Chip and Pin Installations and training staff to use the system
- Hardware Audit at Reuters

Capita PLC, Coventry

Helpdesk Support

July 2004 to August 2004

- Supporting Schools SIMS systems in the London Borough of Bromley. 1st Line Support

Drug & Alcohol PCT, London Borough of Ealing

Project Manager

April 2003 to January 2004

- Relocation of DAAT department. Project Managing the IT Infrastructure and Building requirements
- Voice and Data WAN - Project Managing the implementation of a WAN infrastructure to accommodate the PCT's 0800 help line

EduAction - London Borough of Waltham Forest

Project Manager

September 2001 to March 2003

Managing 6 Projects concurrently to Prince 2 full lifecycle:

- PC to Pupil Ratio Rollout of desktop computers for curriculum use.
- EduAction Desktop Refresh of staff workstations
- School Administration Network Infrastructure Rollout to 93 schools
- Laptops for Teachers Initiative
- Network upgrade at Waltham Forest City Learning Centre • Rollout of Conferencing Software

ITNet PLC, Transport for London

Technical Liaison

January 2000 to August 2001

- Managing and authorizing all Service and Change requests
- Managing and Implementing all small projects
- Managing and updating all TFL Technical documentation
- 1st, 2nd and 3rd Line Hardware and Software Support
- Building and managing the TFL model Office for software testing
- Daily maintenance of TFL network

ICL, Transport for London

Technical Liaison

January 1999 to December 1999

- Managing and authorizing all Service and Change requests
- Managing and Implementing all small projects
- Managing and updating all TFL Technical documentation
- 1st, 2nd and 3rd Line Hardware and Software Support
- Building and managing the TFL model Office for software testing
- Daily maintenance of TFL network
- Managing quarterly Hardware audits

ICL, Cazenove & Co, London

Project Manager

March 1998 to December 1998

- Managing all Change Requests
- Managing all small projects
- Managing all Technical Documentation on all Infrastructure changes
- Managing and maintaining the onsite spares “warehouse”
- Managing Project SLA’s

ICL, Kodak, Hemel Hempstead

Project Co-Ordinator

January 1998 to March 1998

- Overseeing Helpdesk
- Managing all small projects
- Managing and maintaining the onsite spares “warehouse”
- Managing Helpdesk SLA’s

ICL, London

Project Co-Ordinator

April 1997 to January 1998

- Setting up 2 IT help desks.
- Implementing and managing the setup of a centralized spares helpdesk covering 16 sites.
- Hardware and software support
- Hardware Procurement
- Producing Weekly management reporting
- Managing and Maintaining all documentation related to the business

ICL – Elstree

Helpdesk Supervisor

April 1995 to March 1997

- 1st Line Technical support
- Fault call allocation to remote engineers
- Hardware and software maintenance
- Managing Ad-hoc IT requests
- Producing weekly SLA stats.

Centrefile Ltd

September 1989 to April 1995

Midland Bank

February 1989 to September 1989

Coopers & Lybrand

August 1988 to February 1989

Pannell, Kerr, Forster

February 1986 to July 1988

Education & Training**Microsoft Training**

November 2015 to May 2016

- Microsoft 70-410: Installing and Configuring Windows Server 2012 R2
- Microsoft 70-411: Administering Windows Server 2012 R2

Training completed on above.

Project Planning and Co-Ordinating

February 1999

Hall Mead School, Upminster, Essex

September 1979 to January 1986

- 2 O Levels
- 7 CSE's.