Ian A. Morris

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A highly motivated, adaptable and inquisitive Infrastructure and Project Support professional, possessing an excellent ability to work within a team structure or as a single resource; with excellent self-management. A proven track record in Wintel support and project delivery, problem analysis and resolution. Experienced in managing people, projects and committed to working within very demanding environments and critical deadlines. Has gained a wide range of IT skills and experience with many blue chip companies. An analyst with knowledge and expertise in Microsoft server operating systems, Azure cloud solutions, Office 365 and associated on-premises infrastructure.

Key Skills:

Interpersonal:	Team player, excellent communicator and adaptable.
Management:	Technical leader, team leader, accredited Project Manager
Infrastructure Management:	Microsoft Azure and Office 365 cloud solutions - design, implementation, migration and management. Azure OMS, Azure Intune. IaaS, PaaS and SaaS implementations. Microsoft Windows Server 2012 R2, 2016 design, implementation and support. Active Directory, DHCP, DNS, Group Policy and TCP/IP design, implementation and management. Performance Monitoring, KMS and WSUS management. VMware-VSphere and Horizon Administration.
Applications:	Microsoft Office Applications. Exchange 2016. PowerShell. Azure AD Connect. VMware Converter. Sharegate. FilesToGo, VanDyke-VShell. ManageEngine Suite. TeamViewer, Symantec Enterprise Protection and Sophos Anti-Virus. Microsoft Dynamics suite. ClickSoftware Suite. Altiris Deployment Solution. Trend Antivirus. VSphere-Horizon VDI Solutions. Veeam Backup and Recovery Solutions. Veritas Volume Manager. Condusiv' Diskeeper, Qualys vulnerability scanning, Mutiny Monitoring Tools. SolarWinds Monitoring Suite.

Career Summary

SSE plc. Hampshire	**April 2018 – July 2018**

SSE is one of the "Big 6" energy companies in the UK, with over 10 million customers. Supplying gas (SGN) and electricity using conventional methods as well as producing energy using renewable resources such as wind and wave technologies. The company has seen unprecedented growth in all these areas.

Senior Wintel Analyst – 3rd and 4th Line Support
Reported to the team leader, responsible for the support of the Wintel environment. Root cause analysis. Improving the current infrastructure and practicing a preventative approach. Ensuring the stability and availability of all resources within the Windows environment. Supporting patch and update delivery covering all aspects of the infrastructure.

Achievements:
- 3rd and 4th line support for a large Wintel environment, HP/Compaq physical and Hyper-V VMware servers. Managing and maintaining Active Directory, DHCP, DNS, TCPIP and Group Policy etc.
- Root cause analysis investigations, liaising with Microsoft and other 3rd party suppliers.
- Change Management and Problem Management ITIL methodology adhered to always, to ensure a fully auditable and accountable approach was practised without exception.
- Worked to very tight deadlines, ensuring all SLA's were met whilst maintaining and demanding a very high standard of work within the Wintel BAU Support Team.

Southern Health NHS Foundation Trust, Eastleigh   **January 2018 – March 2018**

Southern Health NHS Foundation Trust provides mental health, learning disability, children's and community services across Hampshire and the surrounding areas. As well as their inpatients services and community contacts we run a wide range of specialist services including diabetes care, frailty services, MRI scanning, an eating disorder service. Currently going through an IT Transformation, ensuring the best IT infrastructure for all critical services.

Senior Systems Engineer
Reporting to the IT Manager, Responsibilities and Tasks:

- 3rd Line Support for all physical, Hyper-V and VMware servers.
- Optimised monitoring of the server and application environment by fine-tuning SolarWinds.
- Designed and initiated the update, upgrade and migration solution to take the current email solution from Exchange 2013 to Exchange 2016. This included raising the Domain Functional level.
- Documented all procedures and implementation paths where required.

Hampshire Fire and Rescue Services, Eastleigh   **October 2016 – December 2017**

Hampshire Fire and Rescue Authority formed in April 1997 with proportional representation from the unitary authorities; Southampton City Council, Portsmouth City Council and Hampshire County Council, having joint political and financial responsibility for providing a fire and rescue service for the county of Hampshire. Currently undertaking a major ICT Transformation program. HFRS are committed to modernising their IT and Telephony infrastructure with the latest technology on offer

Senior IT Infrastructure Analyst (Technical Lead)
Reporting to the Digital Technology Development Manager and Operations Manager, Responsibilities and Tasks:

- Designed, Implemented and supported Microsoft O365 and Azure AD environments (IaaS, PaaS & SaaS)
- Azure environment designed and implemented to host a full suite of infrastructure servers (IaaS).
- On-premises environment designed and implemented to host a full suite of infrastructure and application servers.
- Configured DNS, load balanced DHCP, Group Policy, Sites and Services, AD FS. Azure Ad Connect for synchronisation of on-premises and cloud based solution.
- InTune configured for corporate and BYoD device connectivity and management, incorporating MaaS360.
- Migrated all existing Exchange, SharePoint and user account data from on-premises environment into the Office 365 and other cloud solutions.
- Produce PowerShell scripts to migrate all the AD objects (users, groups, etc.) from one forest to another.
- Created the security backbone for migrating the data from the on-premises file server data files; into SharePoint.
- VPN's setup for Azure-to-On-Premises and VNet-to-VNet connectivity to enable in-house, 3rd Parties and Partners to host applications based in Azure and on 3rd party sites.
- Created an SFTP environment to send confidential data to and from 3rd Parties and partners.
- Provided regular updates for the project board, project managers and the organisations stakeholders.
- Project managed numerous 3rd Party suppliers to deliver services critical to the programmes delivery.
- Designed and produced tools (using PowerShell) for the service desk analysts, to assist them in their daily tasks.
- Assisted the existing Support Teams with technical knowledge and advice on industry standard processes and procedures.
- Produced full build and handover documentation for the IT Support teams.

Northgate Public Services Plc, Bracknell   March 2016 – July 2016

Northgate Public Services (NPS) is an integrated software, outsourcing and IT services business with deep experience in the public sector. NPS helps organisations in the UK and around the world to deliver more efficient and effective public services, working with local and central governments, health providers and public safety bodies.

Wintel 3rd Line Technical Analyst
Reported to the Wintel Manager, responsible for support of the Wintel environment. A project orientated role.

Achievements:
- 3rd line support for NPS and client systems. Assisted with the major Data Centre migration projects.
- Assisted in the development of, and documented a process for the migration of physical servers (within multiple Data Centres) to virtual platforms, VMware and Hyper-V. This included Windows NT4 and Windows 2000 legacy systems. This was implemented and utilised for the live migration with 100% success rate and zero data loss.
- VMware VSphere and storage administration. Virtual server and storage optimisation.
- Created Active Directory management and reporting tools using simple PowerShell scripts. These were used to assist the 2nd & 3rd Line teams (on and offshore) perform daily AD tasks in an automated, repeatable and consistent manner.

SSE plc. Hampshire   November 2012 – November 2015

Wintel Senior Technical Analyst – Projects
Member of a project team tasked with delivering major projects, most recently, an entire new infrastructure to host the SSE's flagship 'Home Services' division. VMware and physical servers Running Microsoft AX and Microsoft CRM. Also, ClickSoftware's ClickSchedule, ClickMobile and ClickAnalyse suite with Microsoft AX CRM Connector to link all the applications together. The back end databases are Oracle for the ClickSoftware suite and SQL 2012 in an AlwaysOn configuration for the Microsoft Dynamics suite.

Achievements:
- Built the proof of concept environment based on initial architectural design, reporting where amendments were required. Adopted and signed off for project proper.
- Wintel technical lead for the project, reporting to the Wintel Project Technical Team Lead.
- Built all the servers for the numerous environments, totally over 250 and optimized and fine-tuned to host the new applications, especially required for the VMware servers due to the demands of the applications.
- Providing vital Wintel technical support for a large team of offshore developers.
- Designed the Active Directory approach, including OU management and security based on Microsoft's best practices for Microsoft Dynamics and ClickSoftware's solutions.
- Performance monitoring and advising if and when infrastructure changes were required.
- Worked very closely with the SCOM team to develop custom dashboards and management packs to enable monitoring to a very granular level.
- Rigorous vulnerability scanning required due to the nature of the project.
- Patch management & maintenance approach devised and adopted for all environments.
- Produced the definitive DR and support documentation for the Wintel 2nd & 3rd line teams, which achieved full sign-off ready for BAU support after the initial warranty period.

SSE plc. Hampshire   June 2008 – November 2012

Wintel Analyst – 3rd and 4th Line Support
Reported to the team leader, responsible for the support of the Wintel environment. Root cause analysis. Improving the current infrastructure and practicing a preventative approach. Ensuring the stability and availability of all resources within the Windows environment. Supporting patch and update delivery covering all aspects of the infrastructure.

Achievements:
- Server 2003, 2008 & 2012, totalling 3200+ servers within the estate.
- Root cause analysis investigations, liaising with Microsoft and other 3rd party suppliers.
- 3rd and 4th line support for a large Wintel environment, HP/Compaq and VMware servers. Managing and maintaining Active Directory, DHCP, DNS, TCPIP and Group Policy etc.
- Worked to very tight deadlines, ensuring all SLA's were met whilst maintaining and demanding a very high standard of work within the Wintel BAU Support Team.

Threadneedle Asset Management Ltd. Swindon   **August 2005 – March 2008**

Senior Wintel Analyst – 3rd Line and Project Support
Reported to the Wintel Manager, responsible for support of the Wintel environment. Improved server and infrastructure design and build, mentored other members of the support team, project management and implementation.

Achievements:
- 3rd line support for over 300 HP/Compaq servers with Windows 2K and 2K3 operating systems, many of which were converted from local to EMC Symmetrix Storage SAN disks.
- Supported AD, Group Policy, OS and hardware updates, implemented maintenance for the Wintel estate.

Other Contract Assignments:

Banco Santander, Salisbury   **August 2001 - January 2005**
Senior Server Technician.

Abbey National Plc, Central London.   **August 2000 - January 2001**
Project Co-ordinator.

BASF Plc, Middlesbrough   **May 2000 – August 2000**
Rollout Technician/ Support Technician.

Select Financial Ltd, Birmingham   **February 2000 – May 2000**
Server and desktop support.

Lloyds / AAH Pharmaceuticals Ltd, Coventry   **September 1999 – February 2000**
Desktop and Server Support Technician.

Ericsson Ltd, Scunthorpe, North Lincolnshire   **January 1999 – September 1999**
Support and Rollout Technician

Info' Products Ltd, Chelmsford, Essex   **May 1998 – December 1998**
Field Service Technician.

Computer Centre, Bass Brewers, Burton-on-Trent   **February 1998 – May 1998**
Service Technician

SCC, Solihull, Birmingham   **November 1997 – February 1998**
Field Service Technician.

Previous Permanent Employment:
Various Positions held between   **July 1989 & November 1997**

Professional Development

- 2018 ~ Server 2016, Azure & Office 365 courses in progress
- 2017 ~ Prince2 Practitioner, 2017 Edition (In progress).
- 2016 ~ Prince2 Foundation Accreditation.
- 2016 ~ Microsoft PowerShell 4.0 course completed.
- 2016 ~ ITIL and Team Management courses taken.
- 2015 ~ Windows 2012 R2 courses – ongoing.
- 2010 ~ Windows Server 2008 courses completed.
- 2009 ~ Veritas Volume Manager Course completed.
- 2006 ~ LANDesk Administrator Course completed.
- 2004 ~ Microsoft AD, Windows Server 2003, Servicing HP Server Products (HP-CPP) Microsoft Windows XP Pro (70-270) MCP.
- 2003 ~ Microsoft Windows 2000 Pro (70-210) MCP.
- 2001 ~ PRINCE II Foundation Course.
- 2000 ~ Microsoft Windows NT MCP/MCSE.

Nationality: British