

Clive Norman CV

@normansolutions ▪ normansolutions.co.uk ▪ cv@normansolutions.co.uk

PERSONAL PROFILE

An experienced IT professional, with a strong technical skillset in networking, database and software development, based on the Dorset/Wiltshire border, with a proven record of leadership and management, possessing excellent interpersonal skills. Currently responsible for delivery of all IT operations at St Mary's School Shaftesbury, including budget, personnel, infrastructure, security & development.

EMPLOYMENT HISTORY

HEAD OF INFORMATION SERVICES - ST MARY'S SHAFTESBURY MAY 2005 – PRESENT

PREVIOUS ROLES - INFORMATION SYSTEMS MANAGER & DATABASE MANAGER

Currently responsible for all IT operations, infrastructure, security and provision within the school. Directly leading a team of four staff, supporting 450 in-house users (staff & students) in addition to an external parental user base.

RESPONSIBILITIES:

- Management of major projects, requiring effective engagement with all stakeholders, including substantial hardware/software deployments and system migrations.
- To analyse existing business processes, and where appropriate instigate effective solutions to aid productivity and reduce cost.
- Management of IT staff, providing encouragement, assistance and professional development, leading to an enthusiastic, efficient and highly commended support department.
- Ensuring adherence to appropriate licensing, budgetary and data protection obligations.
- Regular liaison with other departmental heads, to ensure implementation of a cohesive IT strategy.
- Continuously investigate and evaluate industry products and services that once implemented, could aid the business, including cloud-based solutions, print management options & telephony systems.
- Provide assistance to all aspects of the business where technological solutions could offer advantages, including social marketing, classroom management and effective business processes.

ACHIEVEMENTS:

- Successful deployment of several major systems, ranging from AD network rebuild, SAN installation, change of key database system, introduction of learning platform & implementation of a hybrid Office 365 solution.
- Substantially raised end user engagement in the use of IT by offering improved support and training.
- Successfully provided measured and scalable solutions to business problems, via the installation of third party software products and self-written software.

NETWORK MANAGER - KINGS SCHOOL BRUTON (JULY 2004 – MAY 2005)

Responsible for a team of four, maintaining and developing the school network, comprising of several buildings connected by a mixture of fibre optic and point-to-point wireless. Supporting circa 450 users on a W2K Active Directory, utilising MS Exchange, Navaho proxy, firewall and content filtering equipment and several other industry standard network administration technologies.

IT TRAINER/TEACHER - SHERBORNE GIRLS (JAN 2004 - JULY 2004)

Tasked with the creation, management and implementation of all staff ICT training (various levels). Providing full ICT technical support for all pupils and staff (circa 400 users). Actively involved in the undertaking of new IT projects working in conjunction with the ICT Manager, liaising with internal departments and external contractors, ensuring adherence to departmental budget.

TECHNICAL SUPPORT/SOFTWARE TRAINER - HEBRON UK LTD (DEC 2000 - JAN 2004)

Responsible for technical support of all Hebron products, working with in excess of 250 sites. When not working in a support capacity, responsible for on-site and in-house training. Developed extensive knowledge of database reporting software, namely Crystal Reports and R&R Reports. Overall charge for installation and upgrading of beta test sites.

PRE IT INDUSTRY

- 1999-2000 ARREARS RECOVERY OFFICER • NEW FOREST DISTRICT COUNCIL
- 1994-1999 TELEPHONE COLLECTIONS MANAGER • ROXBURGHE INTERNATIONAL PLC
- 1992-1994 SEMI-PROFESSIONAL MUSICIAN • SELF EMPLOYED
- 1990-1992 ADMINISTRATIVE ASSISTANT • CALOR GAS PLC
- 1987-1990 ELECTRICAL RETAIL ASSISTANT MANAGER • PUREWELL ELECTRICAL LTD

EDUCATION

- 1986 – 1987 - BOURNEMOUTH COLLEGE OF FE (DAY RELEASE) - RSA DIPLOMA IN OFFICE PROCEDURES
- 1985 – 1987 - CHRISTCHURCH ITEC - MANPOWER SERVICES COMMISSION (YTS IN COMPUTING)
- 1983 – 1985 - HIGHCLIFFE COMPREHENSIVE SCHOOL - NUMEROUS O'LEVEL & CSE QUALIFICATIONS
- 1981 – 1983 - ADEYFIELD COMPREHENSIVE SCHOOL

TECHNICAL SKILLS (INCLUDING BUT NOT LIMITED TO)

ACTIVE DIRECTORY/DNS/DHCP/IIS/RDP	FRONT-END WEB DEVELOPMENT (HTML, CSS & JAVASCRIPT)
SQL SERVER/HYPER-V/SAN/VEEAM/ SCCM/VMM	FRONT-END LIBRARIES & TOOLS INCLUDING JQUERY, ANGULAR, NPM, GULP, SASS & LESS
TSQL/SSRS/CRYSTAL REPORTS	SERVER-SIDE LANGUAGES (PRIMARILY C#)
FIREWALLS (PRIMARILY SMOOTHWALL)	GOOGLE APPS SCRIPTING
OFFICE 365 (HYBRID)	WI-FI & MDM SYSTEMS (PRIMARILY UNIFI & MERAKI)
VLAN/SWITCH CONFIGURATION	POWERSHELL/DOS SCRIPTING

PROFESSIONAL DEVELOPMENT (INCLUDING BUT NOT LIMITED TO)

- COURSES DEDICATED TO END USER PRODUCTIVITY SYSTEMS, INCLUDING OFFICE 365, ISAMS & FIREFLY.
- PENETRATION TESTING AND SECURITY AWARENESS COURSES.
- NUMEROUS ONLINE TECHNICAL COURSES PRIMARILY CONCERNED WITH ADVANCED WEB DEVELOPMENT.
- NETWORKING COURSES CONCERNED WITH SAN IMPLEMENTATION AND MICROSOFT BACKOFFICE PRODUCTS.
- CERTIFICATE IN INTRODUCTION TO VISUAL BASIC PROGRAMMING.
- SEVERAL LEGAL INSTRUCTION COURSES.
- THE DALE CARNEGIE EMPLOYEE DEVELOPMENT & CUSTOMER RELATIONS COURSE.
- NUMEROUS DAY COURSES IN ASSERTIVENESS TRAINING AND PEOPLE MANAGEMENT SKILLS.
- SEVERAL TEAM MANAGEMENT AND EFFECTIVE LEADERSHIP COURSES.

INDUSTRY INTERESTS

I HAVE A HEALTHY THIRST FOR KNOWLEDGE REGULARLY LISTENING TO SEVERAL WEEKLY PODCASTS ON IT SECURITY, MODERN DEVELOPMENT PRACTICES AND TEAM MANAGEMENT.

OCCASIONALLY I BLOG AT NORMANSOLUTIONS.CO.UK PROVIDING TIPS, TRICKS AND ADVICE ON WEB, SECURITY AND GENERAL IT. I HAVE ALSO ENGAGED IN SEVERAL EXTERNAL PROJECTS, PRIMARILY WEB BASED, INCLUDING THE FULL STACK CREATION AND DEPLOYMENT OF WILTSHIRE'S LARGEST ART TRAIL WEBSITE.

WHILST NOT SPECIFICALLY IT RELATED, I ENJOY MUSIC OF ALL GENRES, PLAYING SEVERAL INSTRUMENTS PROFICIENTLY, PERFORMING SEVERAL TIMES A YEAR WITH A LOCAL GROUP OF FELLOW MUSICIANS.

REFERENCES ARE AVAILABLE UPON REQUEST.