

Curriculum Vitae

Name: Timothy James Spence

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Winsford
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Company Name: Systems T J Ltd
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Date of Birth: 24th May 1970

Marital Status: Single

Transport: Full UK Car/Bike Licence
Own Car

Profile:

Tim is an experienced and highly competent IT team leader and team member who is equally competent working alone. He is self-motivated, hard working, highly dependable and quality driven, and has been shown to be proficient at passing on these skills to the teams he builds and leads. Tim has extensive knowledge and experience with a wide range of software and hardware and has a positive hands-on approach. He possesses the ability to succeed within any environment.

Employment History

September 2005 – October 2005 (6 Weeks Short Term Contract)

Pochins PLC – Interim Senior Support Analyst

Tim's role was to provide interim 2nd line technical support to c.400 users (UK wide) and to expedite the recruitment process for the permanent Senior Support Analyst, for which Tim vetted all cvs, identified the candidates for interview, and was the sole technical interviewer. Technical environment was MS Office 97/2000, Windows 98/2000, with Groupwise & Netware 6

August 2002 – May 2005 (multiple 6 month contracts over 3 Years)

Jacobs Engineering Group – Senior IS Technical Analyst - Design / Rollout / Support

Jacobs Engineering won a contract from a major Swiss pharmaceutical company for the construction of a new UK pharmaceutical manufacturing works. To facilitate the construction of this complex manufacturing works Jacobs Engineering had a requirement to implement a specialist Project Office to support this complex contract.

Tim's role was initially to support the implementation of the Project Office. He was responsible for the implementation of all IS infrastructure (e.g. design and rollout of PC Image, patching, cabinet installation), the supervision of all IS Technical Suppliers (e.g. BT voice/data, Cabling Suppliers) as well as the supervision of the facilities build (e.g. internal fit out, fabrication, electrical management). He was then responsible for all of the testing for standard PC connectivity, network mapping, data infrastructure and also specialist Plant Design & Construction applications (e.g. CAD, Primavera, Premiere).

Following the completion of the Project Office implementation, Tim was the onsite contact for the Project that managed the move in of the 150 Jacobs specialists and the 30 senior non-UK client Senior Management Team members (mainly Swiss, German & Spanish). Tim was one of the team of 4 Jacobs's staff that handled this move (hands-on, 24 hour shifts)

After the completion of the build and move phases (Sept 02) Tim's role became the onsite contact for all IS Support issues; and also a liaison for facilities support (e.g. had to supervise all contractors within the secure areas). Tim was now responsible for all 2nd / 3rd line support issues for c.180 users (up to Director level) from various European countries.

The hardware environment supported was: Ethernet Network Infrastructure (Cisco Switches and Patch Panels), 5 IBM X-Series 345 servers, c.200 IBM desktops, network printers and plotters. The software environment supported was: Windows 2000 / XP with Office 2000, Lotus Notes, AutoCAD, and other specialist plant design and construction packages

Following the delivery of the completed manufacturing works, Tim was responsible for the closedown and strip-out of the Project Office. Tim was subsequently retained by Jacobs to become a member of the IT Support Team for Jacobs UK.

Tim's duties as a member of the main technical support team involved remote site construction, hardware/cabling implementation, and remote site user 2nd / 3rd line support and administration. He also produced and updated system images using Norton Ghost and image distribution servers. The work also entailed liaising with other support teams to resolve complex technical issues (e.g. CAD) as per aggressive SLAs. Tim was offered this role on a permanent basis.

April 2002 – July 2002 (contract)

Romec / Post Office Counter – Technical Team Leader - Desktop Rollout Project

Tim's role was as Technical Team Leader within a project implementing new desktops for Post Office Counters at 600 sites across the UK. Tim was one of three team leaders involved in the planning and implementation of the QA process, the planning and scheduling of the 600 Post Office site installations, and the scheduling and managing of the team of 12 internal build engineers.

Tim was solely responsible for the management of the 25 remote site installation engineers who installed the desktops at all 600 sites. Tim was the single point of contact for all project technical issues for the Post Office Managers the project installation engineers and Consignia's technical support team. He also liaised with the Post Office Managers to oversee post installation training requirements and customer satisfaction surveys (Tim's team had consistent high scores).

November 2001 – February 2002 (contract)

Astra Zeneca – IBM (Topaz Project in Kings Langley) - Technical QA Specialist / Lead

Tim was brought in again by Astra Zeneca (Alderley Park) as Technical QA Specialist to oversee the rollout of a new Field Force Project as QA lead for a team of 10 build engineers. This project entailed rolling out 1200 remote laptops in a period of only 8 weeks; Tim was responsible for overall quality of the builds before they were returned to the customers. With 10 months of previous build team experience Tim was ideally suited to producing the QA documentation for the project. Tim then ensured that all members of the build & QA teams followed those procedures to the letter.

November 2001 (Emergency Short Term Sickness Cover)

Vale Royal Borough Council - Desktop Support Engineer

Tim's role was to provide 2nd line technical support to approximately 600 users throughout Cheshire. Technical environment was Microsoft Office 97/2000 on Windows 95/NT/2000 desktops, with Lotus Notes and Novell Netware 5 at backend.

January 2001 – October 2001 (contract)

Astra Zeneca (Topaz Project) - Windows 2000 Implementation Engineer

Tim was a member of a rollout team of 10 rolling out the new Windows 2000 platform to approximately 2500 users across multiple sites; he was also responsible for upgrading the hardware to the required Windows 2000 specification. The user community encompassed scientific, management, administrative, payroll, etc – users had up to 5 PCs each, which required complex software synchronisation. Other duties consisted of setting up test network environments for testing hardware and their related software packages for Windows 2000 compatibility (Scanners, Digital Cameras, PDAs, CD Writers and Desktop printers). On the return of the new/upgraded desktops/laptops to the customers, Tim was responsible for the initial one to one training, the resolution of any technical problems, and for answering any user questions re: the new system.

May 2000 – December 2000 (2 x 3month contracts)

Liverpool City Council - Desktop Support Engineer / Crystal Reports Script Generator

Tim provided 2nd line desktop support to 500 users within the Education and Early Learning Department. The standard desktop environment was: Microsoft Office 97 on Windows 95/NT, using Outlook and Internet Explorer 4/5 along with SMS as the Remote Access Client. Tim's other duties consisted of creating Crystal Report scripts to generate standard Report and Letter templates designed to work with the Council's existing in-house software modules.

October 1998 - February 2000 (1 week rolling contract over 15 months)

Shell UK - Desktop Support Engineer

Tim was asked back to provide 2nd line desktop support to 700 users, covering approximately 500 different software packages (some of which were oils and lubricants industry specific), as well as the configuration and building of desktop PC's, printers, and a wide range of additional scientific peripherals. The standard desktop environment was Windows 95/ NT Workstation with Office 97, MS Exchange, MS Schedule Plus, Netscape, Internet Explorer 4/5 and WinUp (login-scripting tool). All installation requests and faults logged were passed to Desktop Support via Service Centre (software package) and then completed within the agreed SLAs.

April 1998 - October 1998 (6 month contract)

Princes Foods - Desktop Rollout Engineer

As a result of The Princes Foods Group investment in a SAP R/3 software upgrade, additional 2nd line desktop support was required during the implementation phase. Tim was recruited to provide technical support for NT Workstation, Novell Netware, Windows 95, Office 97 Professional, Lotus SmartSuite. Tim also worked on office relocation projects, and configuration and rollout of new hardware across other UK sites.

October 1997 – March 1998 (6 month contract)

Shell UK - Software/Hardware Rollout Engineer

Tim's duties included the rollout of Windows 95 and Windows NT Workstation, with a range of Microsoft products, as well as fitting larger hard drives, additional memory and processor upgrades, and the building of new desktop pc's when required.

October 1997 (3 week contract)

SHL System House Limited - Help Desk Support (Emergency Short Term Support)

Tim's duties included problem solving & administration within a Windows 95, Windows NT and Novell 3.12 environment. Short term contract to cover maternity/holiday absences – was given excellent references.

1995 – 1997

AG/Cad Limited - Computer/Network Engineer

Duties and responsibilities included installing hardware and software on customer sites. These sites included Government departments and major fire stations with over 700 locations, upgraded and repaired machines in these sites across the UK, installed networks using Windows 95 or Lantastic Communications, gave customer training on Ag/Cad products and communications software.

1991 – 1995

Granby Marketing Services Ltd - Network Engineer

Duties included the first contact for all hardware and software related problems to over 300 users, installation of all hardware and software items over all four sites. Administration of the Novell 3.12 network, which involved the setting up of user id's, security, backups, controlling printer servers and much more. Day to day management of 3rd party hardware maintenance contract, making sure that all equipment was in full working order, installed all the different types of cabling, Ethernet network equipment and other communications equipment.

1991

Northern Data Products - Database Manager/Sales Administrator

Duties included updating a customer database and using the information held for mail-shots and monthly sales reports. I was also responsible for the administration of large contract customer accounts. This ranged from arranging for faulty goods to be collected, new goods to be sent out, informing customers of current stock levels.

1987 – 1990

Cambrian Software Ltd - Technical Support Analyst / Software Demonstrator

Duties included providing 2nd line support on a wide range of business packages for both Amstrad PCW's and a wide range of IBM compatible machines. Responsible for the demonstration of the software packages to potential customers at computer shows across the country.

Education:

1986 to 1987

Dolgellau College

Intensive training course in Computer Technology,

1983 to 1986

Indefatigable Nautical (Military Boarding) School

6 GCSE's plus training in self-sufficiency,
Seamanship, Orienteering, First Aid and Leadership

Software & Hardware Experience

Windows 2003, Windows XP, Windows 2000, 98, 95, NT4

Microsoft Exchange Server Administration

Microsoft Windows 2000 Server

Novell Netware 3.11, 3.12, 5

Microsoft Office XP, Office 2000, 97, 95

Microsoft Exchange 2000, Outlook

Active Directory Administration Tools

Microsoft Visio 2003

Lotus Notes Version 5

Helpdesk Logging Systems

ArcServe Backup

Norton Ghost Version 9. , Drive Image

Remote Desktop Support Tools

PcAnywhere Version 10

Winfax

Crystal Reports

Microsoft Publisher 2000

Microsoft Frontpage 2000

SNAP Servers

Compaq, Toshiba, Dell, IBM IntelliStation

Wide range of Laptops

Exabyte Drives

Cisco Cat5 Ethernet Switches

Zip / Jaz Drives

Cat5 Ethernet Bridges

Ethernet Transceivers

HP Laser printers

Wide range of line printers

Wide range of PDAs

Optical Drives

ISDN \ ADSL Equipment

SCSI Devices

Digital Cameras

CD\DVD Rewriters

Industries Worked: Pharmaceutical, Petrochemical, Public Sector, Refinery, Construction, and Biotechnology

Hobbies & Interests: Building and Exhibiting Beach Buggies Kit Cars, Exhibiting and Touring Europe
3D Graphics for company logos and artwork.
Website Design and Development.

Technical Reference: Mr. Neal Turner I.T. Manager, Jacobs Engineering Ltd Tel: 0161 741 7984
Mr. A. Lockley Buildroom Manager (Astra Zeneca Topaz Project) Tel. 07973 253 592
Mr Alex Shapley Programme Manager, CM Project Management Ltd Tel. 07973 172 705



Tim is Environment Agency registered (via Systems T J Ltd) as a carrier/broker of controlled waste; this registration enables Tim to provide Redundant Computer Equipment Collection Services (inclusive of legally required audit & disposal records).
Further information can be supplied on request.