

Nick Williams

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Profile

Graduate with an enthusiastic passion for technology, experienced in managing hardware and software in bespoke business environments. A solo and team player capable of working under pressure as part of a group or pro-actively working on tasks as an individual.

With a strong IT and Management background, being able to communicate to all levels of user on technically complex subjects is something that I find enjoyable. I enjoy being able to coach others in technologies that I have a strong understanding of and learning from others where their experiences are more broad.

Work Profile

IT Manager for Oilennium Ltd. (Part of the Petrofac Group): March 2010 – Present

Managing a team of IT Support Analysts and an IT Supervisor for day to day activities and being available as a second line of support where required, my role as the IT Manager of the company has seen me have the key responsibilities for the maintenance, upkeep and futureproofing of 40 user workstations, 6 on-premise servers, more than 10 hosted servers and a 10 node render farm.

I am involved with assisting our clients and their user base for access to one of the many Learning Management Systems that we host globally, from troubleshooting issues associated with eLearning packages through to server side errors that may have developed. The number of users that I am responsible for the delivery of eLearning to is now in excess of 25,000.

Managing our internal infrastructure is undertaken by myself and our parent company. I have the responsibility of ensuring the network and the services provided are suitable for our users, viable from a budget perspective and are well documented throughout their lifecycle.

As well as holding the IT Manager responsibilities in the company, I am also seen as one of the Senior Management. This means I am frequently in contact with Directors during the making of financial decisions and work closely with Business Development when approaching prospective and existing clients, ensuring we are offering the best products available that are suitable for their needs.

I oversee many Learning Management Systems throughout their entire lifecycle, from the initial stages of going to tender, installation of the system, bespoke developments of specific functionality that is required, through to face to face meetings at the client offices globally for training and completing on-boarding at system launch.

IT Administrator and Assistant Manager for Venus Bridal UK Ltd.: December 2007 – February 2010

In June 2008, I was promoted to the position of Assistant Manager, the new role inherited everything from my previous role as IT Administrator plus extra responsibilities. I was working closely with all staff in the local office for the day to day running of the company as well as staff in the United States and China.

My normal responsibilities included checking data entered on order systems by staff for accuracy, liaising with customers (B2B) to ensure that they were receiving the best service possible, and keeping the computer system for ten full-time users operational.

Whilst working at Venus Bridal UK Ltd, I was the focal point during installation and testing as a new VPN was introduced that connected the UK office with the office in the United States and the factory in China.

I worked with the manager when processing of Payroll via Sage Payroll 50 and keeping track of staff attendance, and was appointed as the sole management member responsible for overseeing Health & Safety, Display Screen Equipment and Fire Testing regulations.

Computer Engineer for Anglia Computer Solutions: June 2007 – December 2007

In this role, I was responsible for the day-to-day running of a busy store; ensuring stock is readily available for in-house jobs, call-outs and public retail. Alongside the retail side of the job, I also have the responsibility of completing jobs on computer systems brought in by customers, both public and businesses.

I attended call-outs to both home and business users, assisting with any problems they experience whilst using their computer systems. Common problems include wired and wireless Internet connection issues, printer problems and general issues with the OS.

I have a thorough understanding of the need, importance and the usage of POS signage plus accurate and reliable EPOS systems for completing high-value transactions.

Qualifications

Chartered Management Institution

Level 3 Award in First Line Management

City College Norwich

Higher National Diploma in Computing (Degree Level)

Hewlett-Packard IT Essentials

Cisco Networking Level 1

National Diploma in IT, Triple Distinction

Sprowston High School

English Language and Literature Grades B and C

Mathematics Grade B

Double-Award Science Grade B

Business Studies Intermediate GNVQ

Religious Studies Grade B

Geography Grade C

German Grade B

Skillset (Technical)

Windows Server (2003, 2008, 2008 R2, 2012 R2):

Active Directory management, Group Policy management, IIS management, backup monitoring and execution, enterprise AntiVirus and general support.

Windows Desktop (2000, XP, Vista, 7, 8, 8.1 and 10):

General support and networking including all versions of Microsoft Office from 2003 onwards.

Linux Servers (CentOS, Debian and Ubuntu):

Apache Webserver (deployment and management), BASH scripting, file encryption, SSH tunnels and VPN configuration.

Linux Workstations (Gentoo, Fedora, CentOS, Debian and Ubuntu):

General support and networking.

Mac OS X:

General support and networking.

Networking:

IPv4, DHCP, DNS, VPN and Subnets.

Other:

Disaster Recovery, Business Continuity, Learning Management Systems, MySQL management, Hyper-V, vmWare VirtualBox and vmWare ESXi.