

Gareth R. Edwards BSc, MBCS

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A creative and pro-active computing graduate with over 6 years of experience in providing a variety of technical services, with a task-focused and hands-on approach to managing staff. Seeking the opportunity to build upon existing management skills in a technical environment.

Key Experience

Information Technology

- Worked with Department management to establish IT and Web priorities based on Department and University business objectives;
- Directed staff in the provision of IT support to 500 users in 3 units, across 2 sites;
- Provided first- and second-line IT support in a busy environment, with experience of working with Windows, Mac and Unix-based operating systems;
- Sourced, commissioned and maintained Windows- and Linux-based servers providing file storage, Terminal Services, backups, web hosting, printing and other centralised services;
- Designed and implemented several complex online systems, including a student management system and a building room-booking and information website;
- Acted as a consultant to units and colleagues elsewhere in the University.

Project Management

- Managed and monitored the implementation of IT infrastructure and web development projects undertaken by junior staff;
- Played a key role in organising the move of a large department to new premises, from agreeing building specifications to the move itself.

Team Management

- Managed a team of IT support and web development staff in a busy department;
- Participated in recruitment and selection exercises for a variety of technical and administrative posts, ensuring adherence to standard personnel guidelines;
- Put in place tools to monitor and evaluate team performance.

Service Management

- Developed Service Level Agreements, implementing a service desk system for monitoring support performance and service delivery;
- Implemented a service management programme, introducing user-facing resources including an IT Support Website, clearer processes for communication and escalation, a “Message of the Day” system and an annual IT User Survey.

Key Skills

- Technical – Microsoft Server (2000/03) environments, Active Directory, Terminal Services, printer and PC hardware maintenance, networking, Windows XP and common application support, business continuity planning, Linux, HTML/CSS, Active Server Pages, IIS Administration, LAMP;
- Management –Recruitment and assessment, performance management, service level management, PRINCE2 qualified, IT Service Management (ITIL) qualified.

Employment history

Dec 2005 – Present *Information Systems Manager – University of Oxford, Department of Politics and International Relations*

Promoted in 2005 following a reorganisation. Leading a small team of IT staff I am responsible for the provision of IT services and web development to 500 users across 2 sites.

This position is varied and busy, requiring me to line-manage staff, develop the Department's IT strategy and operational planning, maintain the Department's business continuity plans and monitor policies and service levels, while still playing a hands-on role in maintaining servers, supporting users and performing hardware and printer maintenance.

Operating in a primarily Windows based environment, I am also responsible for the sourcing, securing and maintaining of the Department's IT equipment and infrastructure, including the network equipment and Windows 2000/03 servers providing central authentication through Active Directory, file storage, a remote desktop service, printing, backup, and other services.

To date I have supervised a review of IT services, which lead to a significant changes to the way in which IT support is provided, emphasising quality of service and customer satisfaction. I have also supervised the renovation of mixed-purpose accommodation to provide office space to a major research institute and regularly manage small- and mid-size IT projects and roll-outs.

Sept 2002 – Dec 2005 *IT/Web Officer – University of Oxford, Department. of Politics and International Relations*

Provided IT services to the Department, supporting a mixed Windows environment. Duties included commissioning new equipment, Active Directory administration, network management and liaising when necessary with other University units and central computer services. From time-to-time I managed part-time and temporary staff in carrying out one-off projects. From summer 2004 I was supported by an assistant, whom I line managed.

In 2004 I became involved in a departmental management committee, providing suggestion and guidance on administrative methods and direction. The most significant result of this was participating in a complete review of the Department's administrative services, to which I contributed a plan for creating a team structure within the administration, which was ultimately adopted by the Department.

Additionally, I maintained the web presence for the department, developing new websites and online systems, making day-to-day updates and supporting and training other staff in the Department.

Oct 2001 – Sept 2002 *PC Hardware Technical Analyst – Oxford Brookes University, Computer Services*

Working as a member of the Hardware Support Team I provided PC hardware maintenance services covering 700 pooled student computers, as well as covering contract-based support services to other schools and departments within the University. My hardware support duties involved building and maintaining computers and printers, often down to an individual component level.

My personal responsibilities included developing the team's web presence, including creating a database-driven shop pricelist and a student clinic fault-tracking system.

Education

Oxford Brookes University	09/1997-07/2001	BSc (Hons) Computing (2.1) (included 1 year sandwich placement)
A Levels	08/1995-06/1997	Computing (A), Electronics (A) and Mathematics (C)
GCSEs	08/1993-06/1995	9 GCSEs, including Science, Mathematics and English grade A

Other qualifications, memberships and training

- ISEB Certificate in IT Service Management (ITIL);
- Foundation certificate in PRINCE2 with Practitioner level qualification pending;
- Attended a Leadership Foundation for Higher Education workshop on “Advanced Leading your Technical Team”;
- Hold a certificate in First Line-Management from the Institute of Line Management;
- Member, British Computer Society;
- Member of the IT Service Management Forum.