



# PAUL HOWARD

Head of IT

## CONTACT

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## EDUCATION

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HOLY TRINITY CofE  
Buckwood Drive,  
Gossops Green,  
Crawley,  
West Sussex.  
1983-1988

## SKILLS

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### // PROFESSIONAL

- Windows server
- M365
- Infrastructure
- ISO 9001/27001
- Backup / DR / BCP
- VOIP
- Migrations
- Linux
- HP servers and storage
- PCI-DSS
- MACOS
- Azure
- Network design

## PROFILE

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A well rounded Head of IT with over 30 years of experience and a wide range of skills, including hardware, software, infrastructure, management, training, and support. I am looking to augment my career with additional experiences and develop younger members of the team with a forward-thinking methodology.

Available to relocate quickly, if required.

## WORK EXPERIENCE

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NETWORK OPERATIONS MANAGER  
ISB Ltd | 2020- 2021

Implement, and support a range of customer facing technologies, for a number of high profile clients including a major High Street Banking group.

- Design and support data centre architecture including the implementation of approx. 40 HP Proliant servers/Fibre based MSA/iSCSI disk arrays and associated networking systems across multiple secure sites using Juniper/Junos firewalls/routers. Technologies based on Windows / Linux as per the needs of the client.
- 10 years of successful ISO 9001/27001 certifications with no major nonconformities.
- Design, config, and installation of a custom VOIP phone system.
- Full DR and BCP setup for client systems as well as internal servers/processes.
- Training and mentoring of several internal staff.
- Managing a development team to reverse engineer and upgrade a .net website for a client that had their remote dev company go under - redesign services and migrate to Rackspace/Virgin/Voxeo with no documentation.

OWNER/DIRECTOR  
JBS Technologies | 2010 - 2020

Supporting SMEs to use cloud based productivity suites and migrate legacy services.

- MSP covering all client services for approx. 10 -15 companies.
- Domain and Hosting sales and support.
- Remote support and 24/7 cover for several clients.



# PAUL HOWARD

HEAD of IT

## SKILLS

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### // MANAGERIAL

- Results driven
- Stakeholder management
- Operational optimisation
- Client relationship management

## INTERESTS

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- Photography
- Audio Books
- Walking
- Cooking

## WORK EXPERIENCE (CONTINUED)

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### HEAD OF GROUP IT

The Custom Group | 2001 - 2010

Managing the IT teams for a group of companies across multiple industries.

- Migrated the entire group from several small workgroup based networks to a standard domain model with over 80 staff, in 6 offices throughout the country, using terminal servers to allow remote working without additional resources as well as the ability to reuse existing equipment.
- Implemented live, remote, system-wide Disaster Recovery setup for guaranteed 24/7 availability of all essential systems based on SQL Log Shipping.
- Moved and consolidated the entire Group to new premises with zero downtime, maintaining 7 day a week operations.

### MANAGING DIRECTOR

Titan Analysis Ltd | 1997 - 2001

Supplying local SMEs with a full range of IT support and IT contract staff based on individual requirements.

Grew the business to £100,000+ turnover in year 1.

### DESKTOP SUPPORT MANAGER

Vodafone | 1995 - 1997

Migrating several hundred users to a Windows NT 4.0 Server/Workstation environment and all local MS mail mailboxes to Exchange server.

### TECHNICAL MANAGER

Aztec computer rentals | 1995 - 1997

### SENIOR SUPPORT ENGINEER

Firstpoint Ltd | 1993 - 1994

### DESKTOP SUPPORT / DEVELOPER

Royal and Sun Alliance | 1988 - 1993