Ian A. Morris

Hampshire, United Kingdom
E: Ian.Morris@BimshireConsultancy.co.uk
W: www.BimshireConsultancy.co.uk
M: +44 (0) 7958 216696

A highly motivated, adaptable, and inquisitive Infrastructure and Project Delivery professional, possessing an excellent ability to work within a team structure or as a single resource, with excellent self-management. A proven track record in Wintel and Microsoft cloud services support and project delivery, problem analysis and resolution. Experienced in managing people, projects and committed to working within very demanding environments and critical deadlines. Has gained a wide range of IT skills and experience with many blue-chip companies and public organisations. An IT Consultant with knowledge and expertise in Microsoft Azure & Intune cloud solutions, M365 and associated on-premises infrastructure.

Key Skills:

Interpersonal:	Team player, excellent communicator and adaptable.
Management:	Technical leader, team leader, accredited Project Manager
Infrastructure Management:	Microsoft Azure, Intune and 365 cloud services - design, implementation, migration, and management. IaC, IaaS, PaaS, and SaaS implementations. MDM administration. Microsoft Windows Server 2016 design, implementation, and support. Active Directory, DHCP, DNS, Group Policy and TCP/IP design, implementation, and management. Performance Monitoring, KMS and WSUS management. Virtual Environment Administration.
Applications:	Microsoft Azure, Intune, Microsoft 365. and Exchange. Kubernetes, Docker. AWS, Google Cloud Platform, DevOps. Samsung Knox Suite and Apple Business Manager. PowerShell. Citrix Cloud. Rubrik Polaris. Hyperscale/Oworx. CloudLAPS, Zebra, StageNow, Ivanti Velocity (Wavelink). Sharegate. FilesToGo, VanDyke-VShell. Aruba Mobility Master. Canon Uniflow. ManageEngine Suite. TeamViewer, Symantec Enterprise Protection and Sophos Anti-Virus. Altiris Deployment Solution. Trend Antivirus. Veeam Backup and Recovery Solutions. VMware vSphere. Veritas Volume Manager. Condusiv' Diskeeper, Qualys vulnerability scanning, Mutiny Monitoring Tools. SolarWinds Monitoring Suite.

Career Summary

Culligan International. Worldwide.   June 2023 – December 2023

Culligan's legacy is one of innovation. Since their founding in 1936 in Illinois, United States, their pioneering approach to water treatment and service has helped them grow from a local business to a global leader.
Today, with over 35 brands in 90 countries, they continue to build on that legacy with a commitment to creating new ways to bring better water where it's needed most.
They recently celebrated their 85th anniversary, which means nearly a century of helping families and communities get the cleaner, safer water that helps them thrive.

Azure & Intune Consultant – Cloud Platform Specialist
Reported to the IT Operations Director. As an Intune specialist consultant, I am responsible for providing Design, Architecture, Security, and Implementation of Cloud services (Azure, Intune, 365 & Apple Business Manager). Also responsible for delivering cloud-based projects across the entire estate. Supporting the BAU Platform teams globally with assistance and resolving issues within the Intune and Azure arenas. Also providing consultancy and advice on "best practice" approach as Culligan moves through a worldwide, fast paced digital transformation as new acquisitions are on-boarded. Analysing the Azure & Intune environments and producing supporting documentation where required. Producing scripts and applications to assist IT and the business to move towards an "Automation First" model.

Achievements:
- Providing all levels of consultancy within the Azure & Intune arena.
- Taking ownership of local and global issues and implementing a solution or providing the local platform teams with the tools or instructions to resolve issue.
- Providing support and technical solutions for business projects.
- Producing PowerShell scripts, designing the approach and automation to facilitate the efficient, secure, and successful migration of mobile devices from various MDM solutions to Intune.
- Liaising with 3rd parties and partners to procure services, acting as key stakeholder where required.

- Reviewed processes and procedures for "Start-of-Day" for Service Desk and other support teams and implement changes where and when necessary.
- Created general housekeeping strategies within the Azure and Intune arenas, to improve the efficiency and remove any potential security risks due to redundant objects.
- Worked very closely with individual business units and Business Analysts to gather all requirements and produce a designed solution for the application, or product to be implemented.

Parkdean Resorts UK Ltd. Newcastle-upon-Tyne	**March 2021 – April 2023**

Parkdean Resorts operates 67 unique holiday parks across the UK. With over 8000 employees based across the 67 park sites plus the headquarters in Gosforth, Newcastle. Providing over 2.5 million holiday makers. 20 thousand holiday homeowners with accommodation, facilities, and activities.

Azure Consultant (Cloud SME) – Infrastructure & Project Delivery
Reported to the Head of Service Management. As an SME and Technical Lead, I am responsible for providing Design, Architecture, Security, and Implementation of Cloud services (Azure, Intune, 365 & Citrix Cloud). Also responsible for delivering on-premises and cloud-based projects across the entire estate. Whilst also providing consultancy and advice on "best practice" approach for IT Infrastructure BAU Support teams. Advise and deliver via the most efficient and appropriate methodology for migrating workloads from standard virtual and physical data centre environments to Azure/365; IaaS, PaaS & SaaS platforms, taking advantage of consolidation, efficiency, security, and the flexibility offered by cloud services.

Achievements:
- Technical Lead and SME for the migration from Microsoft Office 2013/16 to Microsoft M365.
- Technical Lead and SME for the migration from Exchange 2016 (On-Premises) to Exchange-online.
- Technical Lead and SME for the creation of Microsoft Endpoint Manager (Intune) Android Corporate-Owned fully Managed, Corporate-Owned Dedicated device environments, including all policies and profiles. And Personal Device management and registration.
- Recruited the technical and business/data analyst team members for the Microsoft transformation/migration team.
- Managed the daily scrums and stand-ups.
- Writing all PowerShell scripts, designing the approach and automation to facilitate the efficient, secure, and successful migration of Microsoft Office 2013/16 to Microsoft M365 and Exchange 2016 (On-Premises) to Exchange-online.
- Azure Practice Lead, overseeing the changes and activities within the Azure environment (2 tenants, 15 subscriptions)
- Preparing the Azure environments for a 3rd party Managed Service provider to take on portions of the Azure management responsibilities.
- Implemented security policies, RBAC management and governance associated with Azure and 365 platforms.
- Implemented Rubrik Polaris Cloud and On-Prem backup solution, from tender to go-live. Handover included Operations Team training sessions.
- Designed and implemented an interim MDM solution, utilising Citrix Cloud and Samsung Knox mobile Enrollment.
- Constructed and designed the approach for securing Active Directory objects and general user and computer object management. Implemented the agreed solution and approach.
- Implemented Power BI Gen 2 environments and made ready for Power Bi developers to create new reporting solutions for the business.
- Azure AIS project technical consultant.
- Information Security technical consultant.
- Designed and created multiple PowerShell based tools for use by the operation support teams, including User account creation and deletion.
- Hosting workshops and producing all process and policy documentation for the purpose of knowledge transfer, handover and added to a newly created Wiki Technical Support site for 1st, 2nd and 3rd Line operational teams.
- Liaising with 3rd parties and partners to procure services, acting as key stakeholder where required.

Hampshire County Council. Winchester   **July 2018 – February 2021**

Hampshire County Council (HCC) is responsible for a wide range of services across the whole country.
From providing 70,000 school meals per day and teaching 170,000 pupils to managing and maintaining 5000 miles of roads to designing and building new schools. HCC also provides Care, support and facilities for vulnerable and older people, libraries, preserving Hampshire's history, heritage sites and managing country parks. Supporting public health and providing these services and activities and many more for over 1.3 million residents.

IT Infrastructure Analyst – Project Service Delivery
Reported to the Service Delivery Manager. As an SME I was responsible for delivering projects to defined timescales and project objectives. Assist project managers in the smooth running of the project delivery. Create high quality technical documentation, including disaster recovery, designs, handover, and knowledge transfer & training for the 1st, 2nd & 3rd line support and maintenance teams.

Achievements:
- Implemented new Active Directory password policies. Providing analysis and milestone reports throughout the whole project.
- Designed and implemented Intune Android Corporate-Owned Dedicated Device (Kiosk) environment and build, running multiple applications, for over 400 schools, used in school kitchen environments.
- Designed and implemented Intune Android Corporate-Owned Dedicated Device (Kiosk) environment and build for over 20 care and nursing homes providing a secure device environment within a single app model.
- Designed Intune Android Corporate-Owned Fully Managed device environment and the device build.
- Designed Intune Apple iOS Corporate-Owned Fully Managed device environment and the device build.
- Designed and implemented Zebra asset management, scanning device environment, utilising MS Intune and Zebra's StageNow Staging tools and management consoles for an HCC partner for use in all their warehouses.
- Redesigned an existing Intune Android Corporate mobile phone build.
- Configured Apple Business Manager for Intune integration and device management.
- Designed and configured Samsung Knox Mobile Enrollment and Knox Configurator MDM profiles for all Android mobile device projects.
- Designed and configured Apple Business Manager MDM profiles for all iOS & iPadOS mobile device projects.
- Packaging Windows Win32 and LOB apps in Intune for deployment to several hardware platforms.
- Built Windows 2016 servers and migrated applications and services from Win 2008 & 2012 to the new 2016 severs.
- Configured critical Intune policies and profiles, covering conditional access, device, and application configurations. Application protection policies, enrollment configurations and all other aspects of Intune and Azure user, device, and application management.
- Created user GUI apps using PowerShell and Python (local and Citrix based), for use by support team members or to assist with project delivery.
- Created and adapted numerous PowerShell scripts reporting on the status of AD, Azure, and Intune objects, for use in support and asset management applications.
- Assisted BAU support staff post go-live.
- SME on several high-profile projects, providing technical input at all levels and stages.
- Created High- and Low-level design, 'as-built', management & maintenance and disaster recovery documentation for my projects.
- Presented training documentation and sessions as part of the handover process to enable transition into BAU support.
- Provided detailed project updates for project managers and key stakeholders.
- Liaised with 3rd parties to assist where necessary and advise where applications and processes could be improved.
- Site and client visits where necessary.

SSE plc. Hampshire   **April 2018 – July 2018**

SSE is one of the "Big 6" energy companies in the UK, with over 10 million customers. Supplying gas (SGN) and electricity using conventional methods as well as producing energy using renewable resources such as wind and wave technologies. The company has seen unprecedented growth in all these areas.

Senior Wintel Analyst – 3rd and 4th Line Support
Reported to the team leader, responsible for the support of the Wintel environment. Root cause analysis. Improving the current infrastructure and practicing a preventative approach. Ensuring the stability and availability of all resources within the Windows environment. Supporting patch and update delivery covering all aspects of the estates Wintel infrastructure.

Achievements:

- 3rd and 4th line support for a large Wintel environment, HP/Compaq physical and Hyper-V VMware servers. Managing and maintaining Active Directory, DHCP, DNS, TCPIP and Group Policy etc.
- Root cause analysis investigations, liaising with Microsoft and other 3rd party suppliers.
- Change Management and Problem Management ITIL methodology adhered to always, to ensure a fully auditable and accountable approach was practised without exception.
- Worked to very tight deadlines, ensuring all SLA's were met whilst maintaining and demanding a very high standard of work within the Wintel BAU Support Team.

Southern Health NHS Foundation Trust, Eastleigh   January 2018 – March 2018

Southern Health NHS Foundation Trust provides mental health, learning disability, children's and community services across Hampshire and the surrounding areas. As well as their inpatients services and community contacts we run a wide range of specialist services including diabetes care, frailty services, MRI scanning, an eating disorder service. Currently going through an IT Transformation, ensuring the best IT infrastructure for all critical services.

Senior Systems Engineer
Reporting to the IT Manager, Responsibilities and Tasks:

- 3rd Line Support for all physical, Hyper-V and VMware servers.
- Optimised monitoring of the server and application environment by fine-tuning SolarWinds.
- Designed and initiated the update, upgrade, and migration solution to take the current email solution from Exchange 2013 to Exchange 2016. This included raising the Domain Functional level.
- Documented all procedures and implementation paths where required.

Hampshire Fire and Rescue Services, Eastleigh   October 2016 – December 2017

Hampshire Fire and Rescue Authority formed in April 1997 with proportional representation from the unitary authorities; Southampton City Council, Portsmouth City Council and Hampshire County Council, having joint political and financial responsibility for providing a fire and rescue service for the county of Hampshire. Currently undertaking a major ICT Transformation program. HFRS are committed to modernising their IT and Telephony infrastructure with the latest technology on offer.

Senior IT Infrastructure Analyst (Technical Lead)
Reporting to the Digital Technology Development Manager and Operations Manager, Responsibilities and Tasks:

- Designed, Implemented, and supported Microsoft O365 and Azure AD environments (IaaS, PaaS & SaaS)
- Azure environment designed and implemented to host a full suite of infrastructure servers (IaaS).
- On-premises environment designed and implemented to host a full suite of infrastructure and application servers.
- Configured DNS load balanced DHCP, Group Policy, Sites and Services, AD FS. Azure Ad Connect for synchronisation of on-premises and cloud-based solution.
- InTune configured for corporate and BYoD device connectivity and management, incorporating MaaS360.
- Migrated all existing Exchange, SharePoint, and user account data from on-premises environment into the Office 365 and other cloud solutions.
- Produce PowerShell scripts to migrate all the AD objects (users, groups, etc.) from one forest to another.
- Created the security backbone for migrating the data from the on-premises file server data files, into SharePoint.
- VPN's setup for Azure-to-On-Premises and VNet-to-VNet connectivity to enable in-house, 3rd Parties and Partners to host applications based in Azure and on 3rd party sites.
- Created an SFTP environment to send confidential data to and from 3rd Parties and partners.
- Provided regular updates for the project board, project managers and the organisations stakeholders.
- Project managed numerous 3rd Party suppliers to deliver services critical to the programme's delivery.
- Designed and produced tools (using PowerShell) for the service desk analysts, to assist them in their daily tasks.
- Assisted the existing Support Teams with technical knowledge and advice on industry standard processes and procedures.
- Produced full build and handover documentation for the IT Support teams.

Northgate Public Services Plc, Bracknell   **March 2016 – July 2016**

Northgate Public Services (NPS) is an integrated software, outsourcing and IT services business with deep experience in the public sector. NPS helps organisations in the UK and around the world to deliver more efficient and effective public services, working with local and central governments, health providers and public safety bodies.

Wintel 3rd Line Technical Analyst
Reported to the Wintel Manager, responsible for support of the Wintel environment. A project orientated role.

Achievements:
- 3rd line support for NPS and client systems. Assisted with the major Data Centre migration projects.
- Assisted in the development of, and documented a process for the migration of physical servers (within multiple Data Centres) to virtual platforms, VMware, and Hyper-V. This included Windows NT4 and Windows 2000 legacy systems. This was implemented and utilised for the live migration with 100% success rate and zero data loss.
- VMware vSphere and storage administration. Virtual server and storage optimisation.
- Created Active Directory management and reporting tools using simple PowerShell scripts. These were used to assist the 2nd & 3rd Line teams (on and offshore) perform daily AD tasks in an automated, repeatable, and consistent manner.

SSE plc. Hampshire   **November 2012 – November 2015**

Wintel Senior Technical Analyst – Projects
Member of a project team tasked with delivering major projects, most recently, an entire new infrastructure to host the SSE's flagship 'Home Services' division. VMware and physical servers Running Microsoft AX and Microsoft CRM. Also, ClickSoftware's ClickSchedule, ClickMobile and ClickAnalyse suite with Microsoft AX CRM Connector to link all the applications together. The back-end databases are Oracle for the ClickSoftware suite and SQL 2012 in an AlwaysOn configuration for the Microsoft Dynamics suite.

Achievements:
- Built the proof-of-concept environment based on initial architectural design, reporting where amendments were required. Adopted and signed off for project proper.
- Wintel technical lead for the project, reporting to the Wintel Project Technical Team Lead.
- Built all the servers for the numerous environments, totally over 250 and optimized and fine-tuned to host the new applications, especially required for the VMware servers due to the demands of the applications.
- Providing vital Wintel technical support for a large team of offshore developers.
- Designed the Active Directory approach, including OU management and security based on Microsoft's best practices for Microsoft Dynamics and ClickSoftware's solutions.
- Performance monitoring and advising when infrastructure changes were required.
- Worked very closely with the SCOM team to develop custom dashboards and management packs to enable monitoring to a very granular level.
- Rigorous vulnerability scanning required due to the nature of the project.
- Patch management & maintenance approach devised and adopted for all environments.
- Produced the definitive DR and support documentation for the Wintel 2nd & 3rd line teams, which achieved full sign-off ready for BAU support after the initial warranty period.

SSE plc. Hampshire   **June 2008 – November 2012**

Wintel Analyst – 3rd and 4th Line Support
Reported to the team leader, responsible for the support of the Wintel environment. Root cause analysis. Improving the current infrastructure and practicing a preventative approach. Ensuring the stability and availability of all resources within the Windows environment. Supporting patch and update delivery covering all aspects of the infrastructure.

Achievements:
- Server 2003, 2008 & 2012, totalling 3200+ servers within the estate.
- Root cause analysis investigations, liaising with Microsoft and other 3rd party suppliers.
- 3rd and 4th line support for a large Wintel environment, HP/Compaq and VMware servers. Managing and maintaining Active Directory, DHCP, DNS, TCPIP and Group Policy etc.
- Worked to very tight deadlines, ensuring all SLA's were met whilst maintaining and demanding a very high standard of work within the Wintel BAU Support Team.

Other Contract Assignments:

Threadneedle Asset Management Ltd, Swindon   **August 2005 - March 2008**
Senior Wintel Technician.

Banco Santander, Salisbury   **August 2001 - January 2005**
Senior Server Technician.

Abbey National Plc, Central London.   **August 2000 - January 2001**
Project Co-ordinator.

BASF Plc, Middlesbrough   **May 2000 – August 2000**
Rollout Technician/ Support Technician.

Select Financial Ltd, Birmingham   **February 2000 – May 2000**
Server and desktop support.

Lloyds / AAH Pharmaceuticals Ltd, Coventry   **September 1999 – February 2000**
Desktop and Server Support Technician.

Ericsson Ltd, Scunthorpe, North Lincolnshire   **January 1999 – September 1999**
Support and Rollout Technician

Info' Products Ltd, Chelmsford, Essex   **May 1998 – December 1998**
Field Service Technician.

Computer Centre, Bass Brewers, Burton-on-Trent   **February 1998 – May 1998**
Service Technician

SCC, Solihull, Birmingham   **November 1997 – February 1998**
Field Service Technician.

Previous Permanent Employment:
Various Positions held between   **July 1989 & November 1997**

Professional Development

- 2023 ~ Solutions Architect courses completed DevOps courses (ongoing).
- 2022 ~ Microsoft Azure & Intune courses completed.
- 2018 ~ Server 2016, Azure, Intune & Office 365 courses
- 2017 ~ Prince2 Practitioner, 2017 Edition.
- 2016 ~ Prince2 Foundation Accreditation.
- 2016 ~ Microsoft PowerShell 4.0 course completed.
- 2016 ~ ITIL and Team Management courses taken.
- 2015 ~ Windows 2012 R2 courses – ongoing.
- 2010 ~ Windows Server 2008 courses completed.
- 2009 ~ Veritas Volume Manager Course completed.
- 2006 ~ LANDesk Administrator Course completed.
- 2004 ~ Microsoft AD, Windows Server 2003, Servicing HP Server Products (HP-CPP) Microsoft Windows XP Pro (70-270) MCP.
- 2003 ~ Microsoft Windows 2000 Pro (70-210) MCP.
- 2001 ~ PRINCE II Foundation Course.
- 2000 ~ Microsoft Windows NT MCP/MCSE.

Nationality: British