

Edd Rogers

Head of IT

Spain | eddprogers@gmail.com



Summary

Head of IT offering over 20 years' expertise in Technology and Innovation. Self-motivated, enthusiastic and positive person, capable of performing well under pressure either as an individual or in a team. I am patient and assertive with the ability to lead, manage and proven track record in planning and developing large scale critical projects from conception to delivery with an agile mindset.

For the past year and a half I have been working in FinTech for Sovereign Group after emigrating to Spain. Prior to this I was the Head of IT at St. George's Weybridge; the UKs largest independent day school made up of a Junior School and College. During my time here I have proposed several large projects and changes both in the classroom and at a strategic level. I am responsible for the whole technical approach of the St Georges Weybridge organisation. Shortly after I joined, the COVID lockdown came into force, I successfully planned, developed and implemented a remote learning strategy from scratch under immense time pressure. This was successfully achieved in two weeks and both schools were able to operate while teaching remotely via Microsoft Teams and Microsoft 365.

Work experience

Senior System Engineer

April 2022

Sovereign Group, Gibraltar

- Led and implemented an agreed planned migration to Microsoft Exchange Online from 16 different on-premises mail servers around the world.
- Managed multiple large office moves in key locations including London, Guernsey and Cyprus.
- Proposed and implemented heightened security measures across the organisation including the roll out and adoption of Microsoft Azures MFA.
- Assisted and led the integration of SOC systems such as Microsoft Sentinel and Splunk.
- Managed a small team of security engineers to ensure systems and services are secure along with user awareness training.
- Led the design, implementation, and maintenance of complex IT systems, including servers, storage, and network infrastructure.
- Analysed and monitored system performance, identifying, and resolving issues to improve system availability and reliability.

Level 2 IT Support Technician

September 2021 - April 2022

Sovereign Group, Gibraltar

- Responsible for senior IT support for 16 different offices worldwide utilising Microsoft Teams and ServiceNow to ensure users are up to date with progress.
- Dealing with tickets escalated by the IT Services department.
- Proposed and developed a plan to migrate to Microsoft Exchange Online.
- Working closely with project teams around the world rolling out new software packages to help enhance the efficiency of the company and maximise profits.
- Designed and proposed a strategy to move to Microsoft Endpoint Manager for both mobile and on-premises device management.
- Developed a plan to deliver end user training to ensure staff know how to make the most of Office 365 and benefit from professional development.
- Administered Microsoft Surfaces devices rolled out to the Director and managerial boards ensuring ease of use and mobility around the world.
- Proposed and rolled out ITAM (IT Asset Management) System using ServiceNow.
- Travelled to branch offices around the world assisting with office moves and system roll outs.

August 2021

Emigrated to Southern Spain with my family.

Skills

Management

PRINCE2, MSP, Project, Change, Agile, Jira, Compliance, Communication, Collaboration, Budget, Time, Staff enrolment & appraisals, Training, Safeguarding, BCP, DR, GDPR, Power BI

Infrastructure

Cisco Meraki, IP Telephony, Printer Management & Deployment, Gateways, Switching, Routing, VLAN, iSCSI, Wi-Fi, CAT5e/CAT6 cabling, Fibre cabling, Network Topologies & Design, Storage Arrays, NetScout & Fluke diagnostics

Network Administration

TCP/IP, IIS, DHCP, DNS, LDAP, Active Directory, ADFS, VMware, Microsoft SCCM & SCOM, PXE Deployment, Microsoft SQL, Microsoft Exchange, Microsoft Azure, Windows Server, Licensing, Data Backups & Restoration

Training

Microsoft Security Fundamentals	2022
Microsoft Azure Fundamentals	2021
MSP Foundation	2019
PRINCE2 Agile Practitioner	2019
Working at Heights H&S	2017
Asbestos Awareness	2017
Microsoft Exchange Management	2016
Microsoft SCCM Administration	2015
Dale Carnegie Business Skills for Success - Gold Award	2011

Head of IT

January 2020 - August 2021

St. George's Weybridge, UK

- Responsible for all aspects of IT across the Junior, Senior school (1650+ students) and business side from both a day to day and strategic aspect. Including end user support, infrastructure and operations.
- Migrated whole organisation (2500+ users) to Microsoft 365 and deployed Teams in a time of high pressure for COVID-19 and remote T&L capabilities in two weeks.
- Budgeted and successfully obtained a large investment into IT around both schools. this included a rip and replace of the whole network moving over to Cisco Meraki. Incorporating the latest SD-WAN and Wi-Fi 6 technologies.
- Strategically proposed and delivered a strategic vision for Staff 1:1 devices while working closely alongside Microsoft Surface and other third parties. Allowing for migration from SCCM to Microsoft Endpoint to manage devices.
- Responsible for whole IT budget and Digital Strategy, taking strategic ideas and turning them into working projects to compliment the use of technology.
- Heightened the reputation of IT across both schools and introduced two front of house IT hubs to allow all users to approach IT to resolve issues or be trained in an open and approachable atmosphere.
- Renamed and relaunched the IT department under Digital Solutions to enforce a more positive view on IT across the organisation.
- Proposed and secured funding for an organisation wide IT Training Strategy "Step up to IT" allowing students, teaching and business staff to develop their IT skills and give them the opportunity to become a MIE Experts.

IT Operations Manager

September 2016 - January 2020

Woldingham School

- Responsible for all aspects of IT and the BAU operations of the school systems, including (but not limited to), infrastructure, network support and applications. 2000+ Wi-Fi Devices and 1000 wired devices.
- Chair of eLearning T&L committee, working closely with both teachers and pupils.
- Instigator and lead for the IT led Digital Strategy for the school and wider organisation. Working closely with Microsoft to build a 5 year relationship with the aim of becoming a Microsoft Show Case school
- Responsible for the proactive management of the IT service desk, ensuring that issues and requests meet the expectations.
- Project managed major projects using Agile methods and techniques within IT and also in collaboration with other teaching and support departments.
- Proposing, securing, and developing a UK first deal with Cisco Meraki to bring them into the independent school sector (full stack network infrastructure deployment).
- Responsible for managing a team of 5 in IT Support and liaising with the Director of IT and the School Leadership Team.
- Writing and ensuring the enforcement of the Schools InfoSec GDPR policies.

Applications Specialist

August 2013 - September 2016

Woldingham School

- Responsible for the day to day running of all applications across the school.
- Developed and deployed Microsoft SCCM across the school, reducing the number of hours team members took to both build and maintain end user computers.
- Proposed and rolled out the ability to Live Stream major school events to YouTube to allow overseas parents to watch their daughters take part.
- Proposal, configuration, and deployment of new ticketing system used by multiple support departments in the school. Setup based on one to one meetings with each department to ensure smooth reporting and resolutions to problems.
- General hardware and software support for both pupils and staff around the school, ensuring that lessons were uninterrupted by minor and major IT Support issues.

IT Manager

September 2011 - August 2013

DJM Music Ltd.

- Managed and co-ordinated company move due to rapid expansion of warehousing.
- Design, implementation and management of warehouse software to meet stringent scan and pack logistical requirements of newly acquired Amazon contracts.
- Management of a team of 8 developers both in the UK and abroad.
- Management of whole office and company environment, often managing 20+ staff.
- Development and implementation of ERP software to cope with rapid expansion.
- Development of Full stock control system from Goods in, to Goods out the door.

Education

2001 - 2003: A Levels (AS/A2)

Uckfield Community Technology College

- ICT AVCE (Double Award)
- Graphic Design
- Young Enterprise UK Examination 2002

1996 - 2001: GCSEs

Uckfield Community College

Licenses

- Full UK Driving license - Clean
- Working at heights - MEWP
- Full DBS
- Emergency First Aid at Work

Languages

- English - Native
- Spanish - Basic Level

Hobbies

- Snowboarding
- Mountain Biking
- Climbing
- Trail Running
- Photography

References

References supplied on request

- *Held additional roles within DJM Music 2001 - 2011 inc. IT Exec. and Sales Exec.*