**PRASAD**

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CDCMP, MCSE, CCNA, Educare Certified

# Synopsis

I am a highly regarded, experienced and adaptable School IT Manager with over 12 years’ experience of the Education Sector in Qatar.

Following 11 years at the same school (DESS), I felt I gained the relevant experience to set up the IT infrastructure for a brand new British school, The RGS, Guildford in Qatar.

Now that phase 1 is complete and the school is up and running I am looking for a new and challenging School IT Manager role.

I have a wealth of IT Management experience within the Education sector, particularly at 2 fantastic schools in Doha, and I have fantastic contacts and references.

I work well as part of a dedicated team, am confident, punctual, meticulous, act on my own initiative and have an outstanding working proficiency in English.

I have been granted NOC by my current employer and I am available for interview at your convenience.

# Key Skills

* Staff, Team & IT Helpdesk Management
* Data Centre Management, including disaster recovery.
* Network Design and Management
* Budget & Procurement Management
* Contract SLA, OLA Management
* VMware vSphere\vCenter
* Apple : IOS, OSX Lion, Mobile Device Management
* Cisco Switching, Routing, CME, Wireless, Prime, ISE
* HP MSA, IBM, NetApp and Infotrend SAN Storage Technologies
* Internetworking System: Microsoft TCP/IP Internetworking
* Mail Servers: Exchange Server, Office 365, Mdemon, LAN suite.
* Hardware: IBM, Cisco, Nortel, HP, Fujitsu, Avaya, DELL, SonicWALL, Juniper, Fortinet, Symantec.
* Active Directory, Group Policy, Certificate Services, DHCP and DNS
* Antivirus and firewall implementation
* Veeam and Symantec Backup and recovery.

# WORK EXPERIENCE

## Royal Grammar School Guildford in Qatar – IT Manager

## May 2016 – Present

## My Duties include:

* Managing the day to day operation of IT systems, ensuring that planning, end-user impact, change management, training and quality management are properly addressed and monitored to ensure that deadlines, budgets and service levels are met and results are delivered.
* Managing the annual IT budget for the entire school and any associated funds.
* I am responsible for reviewing, auditing and prioritising all IT tools, including reviewing the life-cycle of IT hardware and software licenses.
* Managing and developing the IT team, working with them to plan and prioritise their workloads, set objectives, conduct appraisals and support CDP to continually improve performance and results.
* Developing and maintaining the Major Incident & Business Continuity Plan for IT and implementing these measures to safeguard the IT and Management needs of the school in the event of a major incident or disaster.
* Managing CCTV, Security and general management of all hardware and software related to the school, including; AV systems, projectors, IWB’s and Apple TV’s, laptop and iPad trolley.

## Doha English Speaking School - IT Systems Manager Feb 2012 – May 2016

**My duties included:**

* Line Managing all IT Staff at a large, well established, busy school.
* Reporting to the Headteacher and managing the IT department’s day to day activities.
* Managing all of the school’s IT requirements, including managing the IT budget, liaising with international vendors about license renewals and hardware and software upgrades, as well as with the website host about upgrades and maintenance, and communicating with staff about all upgrades and downtimes.
* Responsible for the Design, Implementation and transition of Infrastructure & network services.
* Being responsible for leading the IT support team (scheduling, training, etc)

* Prioritising Systems (installs, moves, adds, and changes) of hardware, software, network, and phone equipment.
* Working closely with academic and administration staff and students to ensure the IT team met their support needs
* Developing IT related procedures and policies with academic and administration staff
* Maintaining inventory for all IT related hardware, PC’s, software, licenses, and updating these licenses when appropriate
* Managing the development and maintenance of the school website
* Managing IT budget and reporting to school management team.
* Providing Level-2 and Level-3 support for ICT staff managing campus network and infrastructure
* Developing plans, strategies and technical specifications for network optimisation and expansion
* Managing the day-to-day operation of system network, Troubleshooting and resolving network communication and systems problems
* Ensuring proper installation of hardware, phone service, and network connections
* Performing system backups and data recovery
* Maintaining network (data & voice) accounts and the security of the network
* Managing the day-to-day operation of DESS’ Student Information, Financial, Library, Assessment systems (Engage, DoubleFirst, Oliver, Softlink, Classroom Monitor)
* Providing Level-1 support in troubleshooting and resolving application problems
* Performing database backups and data recovery
* Maintaining database accounts and providing user training
* Creating and modifying custom queries and reports
* Liaising with local and international vendors and corporate support services for Level-2 support to implement updates and upgrades
* Providing Level-3 support for ICT staff, students, faculty and administration personnel
* Maintaining a fully functional classroom and laboratory environment for students (PCs, network, multi-media) including managing student lab assistants when necessary
* Troubleshooting hardware and software problems and resolving helpdesk issues
* Assisting all IT staff with maintaining network operations
* Modifying and developing technical and user support procedure manuals, reference guides and network and hardware related documents for all staff.

## Doha English Speaking School - IT Administrator

**Feb 2005 –** **Feb 2012**

* Handling a number of IT Administration tasks, including configuring applications and email servers (such as SQL, Access, ISA and Exchange), managing routing and VLAN on Cisco switches and routers, and managing the IP based CCTV network.
* Updating the school website with day to day changes, updating and backing up school software licenses, applications and data, and trouble-shooting and solving day to day user problems.

## Information Technology Networks Qatar WLL - Network Engineer

## October 2000 to January 2005

* Installing, configuring and maintaining corporate network infrastructures, installing operating systems (Windows 2000/2003, Linux and NetWare), and installing proxy servers and Citrix servers.
* Monitoring performance in 2000/2003, ensuring virus free systems and keeping a disaster recovery plan in place.
* Installing and configuring network devices (hub, switch, router, bridge, repeater, firewalls, and cache engines), and terminating and troubleshooting fiber optic backbone cables.
* Handling the day-to-day customer technical calls, and installing office automation software and tools.

## CMS Info Systems Pvt. Ltd., Mumbai – June 1999 to September 2000 Designation: Systems Engineer

* Handling the day to day customer calls resolving network, and PC hardware and software related issues and problems.
* Installing and configuring operating systems (Windows 2000/2003, Linux and NetWare), and Office Automation software, as well as internet connections.

# EDUCATION

* + Bachelor of Computer Science (Calicut University, Kerala, India)
  + Certified Data Centre Management Professional (CDCMP – CNet)
  + Completed Microsoft Certified Systems Engineer (MCSE)
  + Completed Cisco Certified Network Associate (CCNA)
  + Completed diploma in Computer Hardware and Networking
  + Completed a certified course in Novel & Linux
  + Child Protection in Education (Educare UK)

# PERSONAL DETAILS

Date of Birth : 7th April 1979

Nationality : Indian

Marital Status : Married