

Stephen Jefferson

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IT support and product manager

I specialise in managing technical support, strategic development and business change delivery of IT platforms, and ITSM processes. My experience best places me in management roles for IT departments, blending extensive and recent technical knowledge with a breadth of people, product and technology management experience.

Key competencies

IT service management	Business change management	ServiceNow implementation
Stakeholder communication	Project management	IT infrastructure support
Team management	Process improvement	Python and scripting

Professional experience

ADVANIA UK

March 2019 – Present

ServiceNow product manager

Developing the ServiceNow platform for our managed services offerings and internal support functions. Managing the administration and support function and directing the output of the developers and solution consultants.

Achievements:

- Created a joiner and leaver standardised product that improved our core professional services delivery stream. Projects previously on average delivered 100% over budget on resource and project duration and subsequently delivered under 10% over budget and on the planned go live date.
- Reshaped the Service desk resource and processes leading to response times moving from weeks to same day with request fulfilment moving to 90% within 1 day.
- Key participant in discovery, design and business change management for the redeployment of our ServiceNow platform with domain separation to improve operational security.

ITLAB

March 2018 – March 2019

Business process architect

Process discovery and reengineering for the organisation.

Achievements:

- Created key process documentation for tier 0/1 processes and identified existing platforms that would satisfy process documentation and management to help achieve our ISO9001 accreditation without uplifting recurring spend.
- Identified process inefficiencies in the opp-to-cash process that removed 20% of rework.

ITLAB

January 2016 – March 2018

Managed Services product manager

Led the NOC and managed services delivery team and developed defined products for our service offerings.

Achievements:

- Reengineered the sales to deployment process for managed services leading to a drop to 20% from 80% in budget shortfall and rework in managed services product deployment projects.
- Redesigned the acquired monitoring solution remote collectors to leverage virtualisation and remote access in a small form factor almost completely eliminating the need for site visits relating to monitoring issues.
- Adjusted the monitoring system design to remove inbound port forwards in all client deployments, significantly reducing attack surface for systems we were responsible for.

ITLAB

August 2013 – January 2016

Internal support

One of a team of 2 senior engineers responsible for all internal infrastructure support for ITLAB.

Achievements:

- Created an automated deployment solution for our advanced monitoring platform – Deployment time dropped from 10 minutes per server to 10 minutes per client estate.
- Migrated RMM solutions with minimal user impact and downtime.

ITLAB

September 2012 – August 2013

Remote Management and Monitoring (RMM) administrator

Admin in charge of deploying and running our new RMM solution for all MSP client support operations.

Achievements:

- Reduced disaster recovery response time from 2 days to 10 minutes for our RMM tools.
- Improved reliability of remote connections and automated fixes, leading to a 10% improvement in average support incident resolution time.

ITLAB

September 2010 – September 2012

Support and implementation engineer

Onsite senior support and implementation engineer for MSP key clients.

Achievements:

- Deployed desktop build automation solution – 2 days response to 30 mins and same day resolution.

- Instrumental in designing and selling £40,000 in infrastructure projects to the client from support findings.
- Uplifted a client support contract by £8,000/month for a regular onsite support presence based on previous support interactions.

EURODATA SYSTEMS

December 2009 – September 2010

2nd line support analyst

Remote support for an IT managed service provider.

Achievements:

- Identified and adjusted a long running misconfiguration on the service desk software SQL backend. 300% improvement in page load times for 20 support analysts.

SERVO

November 2008 – December 2009

1st line support analyst

Remote support for an IT managed service provider.

Achievements:

- Spent a full day learning and rebuilding a key client's Smoothwall VPN solution to restore services to all satellite offices. Retained the service contract that was otherwise at risk.

SWIFT RESEARCH

July 2008 – November 2008

IT support

First line support in a small business IT team.

Achievements:

- Identified and adjusted misconfigured RAID volumes and APIPA networking on production networks, greatly derisking network operations.

INNSERVE

April 2007 – July 2008

MBMS administrator

Manual reconciliation of charges between pubs and brewers for products served.

Achievements:

- Identified and automated a manual weekly operation my manager performed – Reduced the effort from 2 days to 30 minutes per week.

TOTAL UK

June 2005 – April 2007

Store manager

Compliance and safety manager for a Total UK petrol station and store.

Achievements:

- Stock and cash reconciliation accuracy highest in the region.