



Jim Conacher

Senior Professional Services Engineer

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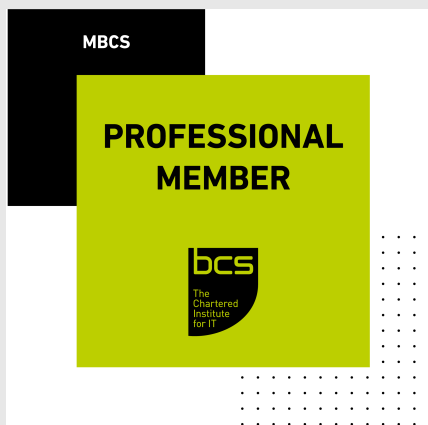
About Me

Multifaceted technical career with extensive track record of innovation and success.

Key Skills

Agile Project Management / Design & Planning / IT Service Management / Security Governance IT Solutions / Systems Implementation / Troubleshooting / Regulatory Compliance

Memberships



Technically sophisticated professional with 18 years' proven design experience in network quality management, infrastructure management, and business continuity analysis. Instrumental in analysing security breaches, implementing security policy compliance, as well as developing and executing integration and acceptance testing plans for diverse systems. Broad knowledge and success in managing design and planning of the engineering network security and engaging with business stakeholders to meet all security design requirements. Skilled team leader and trainer with strong interpersonal and communication strengths that leveraged to train users, troubleshoot system issues and ensure total client satisfaction.

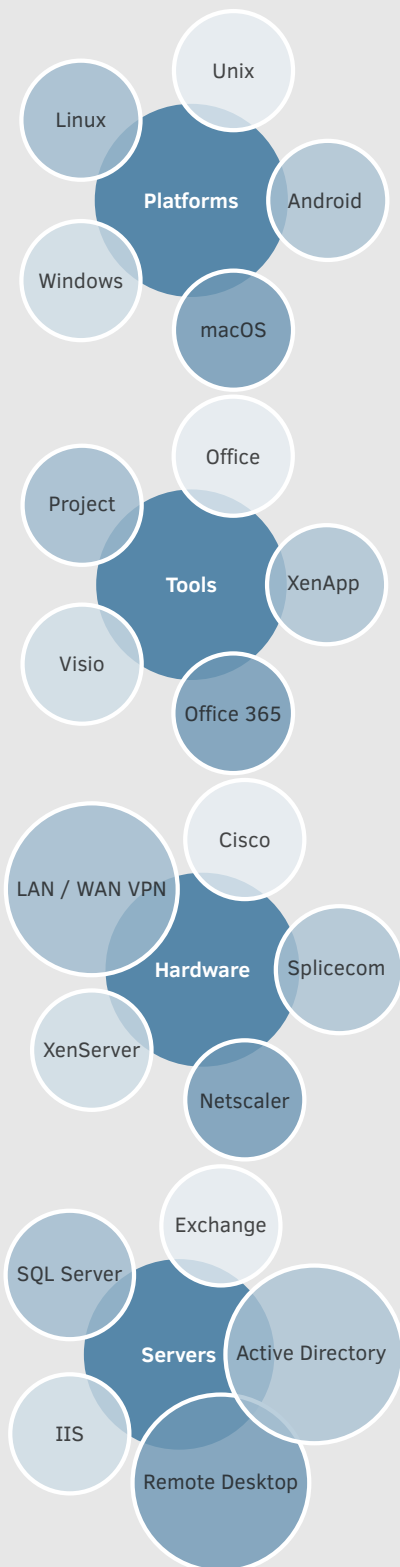
Professional Experience

- Jul 22 – Now **Senior Professional Services Engineer** Shackleton Technologies (Holdings) Limited
- As part of the professional services team, I'm involved in researching and implementing technological solutions that are in line with business strategy. Working with the client, internal teams and external partners.
- A few key achievements in this tenure include:
- **Projects Lead** Taking a lead role in implementing projects, whilst co-ordination with the Client, stakeholders, 3rd Party suppliers and other members of the implementations team.
 - **Project Management** Planning and balancing project resources for implementation, and proposals.
 - **Technical Solution Research and Development** Researching new solutions to ensure that clients are getting the right solution that fits their business need and technical requirements.
 - **Internal IT** Internal lead on the corporate network.
 - **Information / Cyber Security** Internal Lead on Information and Cyber Security aspects of the corporate network, balancing the needs and requirements of security within the business whilst ensuring that systems are still usable.
- Jul 20 – Jul 22 **Project Support Engineer** Shackleton Technologies (Holdings) Limited
- As part of the projects team, I'm involved in implementing technological solutions that are in line with business strategy. Using Agile methodology, we work with the client, so that we can assist them in realising the business benefit to their IT investment, whilst assuring minimal amounts of down time so that we there is as little disruption to their business as possible.
- A few key achievements in this tenure include:
- Managing projects throughout implementation, ensuring they are completed to the highest standards and maintaining client satisfaction.
 - Pre-sales advice to clients on what technologies may fit in with their business strategies.
 - Implementation of innovative solutions to barriers that are preventing organisations fully switching to remote working during the Covid-19 pandemic.
 - Involvement in the development of IT Infrastructure for the SeaGreen Offshore Wind Farm, this included the use of Palo Alto Firewalls, deny by default security principal, and an evolving understanding of the complex requirements associated with Critical Infrastructure.

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Technical Skills —



Nov 19 – Apr
20

Cyber Security Research Assistant

Abertay University

The project aims to develop a federated Cyber Range solution to enhance the preparedness of Cyber Security professionals. As a research assistant, I supported the Abertay University staff involved in the project with a focus on conducting a review of the field, and eliciting requirements for the federated Cyber Range solution. As part of the Foresight protect I liaised with members of the 22 European partners whilst working on the parts of the research that were assigned to Abertay University, participated in weekly conference calls, and attended in person meetings with project partners.

A few key achievements in this tenure include:

- Researching the tasks that I'd been assigned to elicit the requirements for the Human Computer Interaction aspects of the Foresight Platform.
- Researching the tasks that I'd been assigned to elicit the requirements for the Visualisation Techniques aspects of the Foresight Platform.
- Documenting these into the main requirements documents for submission to the EU H2020 Program.
- Conducted Interviews of potential users of the Cyber Range Platform, and transcribed those interviews into a format that could be analysed by project partners.

Aug 16 – Jun
20

Owner/Founder/Self Employed

Self Employed

Providing IT support to local business on a self-employed basis. During this period, I've been involved in Microsoft 365 implementations, configuration of Azure AD domains, and linking them to on-premise AD environments. I've also completed network troubleshooting, and network design keeping in mind current legislation and best practice that assisted in clients gaining PCI DSS Compliance for their premises. A few key achievements in this tenure include:

- Extracting requirements from clients and making suggestions on how to improve their IT infrastructures.
- Keeping in contact with clients for any faults that were raised.
- Keeping upto date with Technological developments that may relate to them.
- Assisting in keeping their networks in regulatory compliance, concentrating with payment card industry requirement.

Sep 13 – Aug
17

Senior IT Officer

Hillcrest Group

Provided technical leadership and guidance in managing and mainlining the server infrastructure and telecoms systems. Streamlined IT department operation with collaboration of infrastructure and help desk team. Developed and executed the strategy for three large company integration's; achieved significant efficiencies of scale and standardised processes that maintained service quality throughout the transition. Diagnosed errors or technical problems and determined proper solutions to maintain daily network security requirements of the group of companies. Held responsibilities for line management activities for both teams, including authorising expenses, appraisals, and back to work interviews to keep in line with current group policies. Expertly led technical operations of department from concept through implementation, with full accountability for timelines, milestones, risk assessment, budget, and delivery. Managed IT operations and infrastructure budgets and assets. A few key achievements in this tenure include:

- Improved Improved the efficiency and security of the systems by configuring and installing different required software patches and firmware.

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- Upgraded the current system according to current developments, added and developed new systems in current infrastructure to fulfil business requirements and met compliance.
- Shared best solutions with team members to streamline their daily operations.
- Implemented policies and procedures for business continuity and regulatory compliance.
- Achieved team performance targets in relation to the agreed SLA's.
- Increased department efficiencies through new processes, standards, and staff development.

Mar 07 – Sep 13	IT Officer - Infrastructure Performed day to day maintenance and programming for inter-site telephone system. Prepared user training and provided guidance to the users regarding new system. Played a key role in the tendering process for replacement of the managed IP VPN MPLS. Migrated Data Centre to the new head office building. Developed, upgraded, and maintained the server infrastructure for the Hillcrest Group.	Hillcrest Group
2006-2007	Technical Support Agent Additional experience as a Technical support agent within the BT Business Broadband Faults Desk.	ClientLogic/Sitel

Education and Training

Education

2017 – 2018	MSc in Ethical Hacking and Cyber Security Ethical Hacking is the process of evaluating the security of a computer system by simulating an attack by a malicious hacker. This course was designed to teach students how to think like a hacker, providing them with a deep understanding of security issues and concerns.	Abertay University
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Modules Completed

- Computer Security
- Digital Forensics 3
- Ethical Hacking 4
- Information and Network Security Management
- Penetration Testing
- Research Methods
- Masters Project

Masters Thesis

What Security Practices to people engage in? A study into second hand USB drives bought and sold on public auction sites like eBay.

2002 – 2005	DipHE in Internet & Communication Tech	Abertay University
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Awards

BCS Chartered Institute for IT Award	Awarded to the student on the MSc Ethical Hacking and Cyber Security programme who achieved a high level of performance on the MSc Project.	BCS
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Technical Certifications

Acronis Certified Engineer (Protect)	Acronis
Agile Project Management Foundation	APMG
Agile Project Management Practitioner	APMG
ITIL Foundation	Axelos
ITIL Intermediate in Service Operation	Axelos
Autopsy Basics and Hands on Training	Basis Technologies
Network+	CompTIA
Certified Desktop Support Technician	Microsoft
Microsoft Certified Professional	Microsoft
Introduction to Cisco Meraki Wireless Devices	Udemy
Asbestos Awareness	UKATA

Professional Development

Data Protection (GDPR)	Abertay
Health & Safety Risk Assessment	Abertay
Unconscious Bias	Abertay
Cisco Certified Network Associate	Cisco
Citrix XenApp 6.5 Overview	Citrix
Citrix XenApp 7.6 Overview	Citrix
Implementing XenServer Enterprise 5.0	Citrix
Managing App and Desktop Solutions with XenApp and XenDesktop 7.6	Citrix
Deploying App and Desktop Solutions with XenApp and XenDesktop 7.6	Citrix
HR Disciplinary, Investigations and Hearings	Hillcrest
Managing Poor Performance	Hillcrest
Personal Safety (Non Violent Crisis Intervention)	Hillcrest
Recruitment and Selection	Hillcrest
Risk Assessment	Hillcrest
Train the Trainer	Hillcrest
Configuring, Managing and Troubleshooting Exchange 2010	Microsoft
Configuring, Managing and Maintaining Windows Server 2008	Microsoft
Implementing Windows Sharepoint Services 3.0	Microsoft
Installing, Configuring and Adminstrating Microsoft Windows XP Professional	Microsoft
Maintaining an SQL Server 2008 Database	Microsoft
Managing and Maintaining a Microsoft Windows Server 2003 Environment	Microsoft
PowerShell for Administrators	Microsoft
Querying Microsoft SQL Server with Transact-SQL	Microsoft
Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System	Microsoft
Supporting Users and Troubleshooting a Microsoft Windows XP Operating System	Microsoft
Firewall Essentials: Configuration and Management	Palo Alto
Network Security Administrator (PCNSA)	Palo Alto
Stepping up to Management	QA