

CV: IT Support for Education

SHARP
Be Original.

Contact



Contact
Form



Email



LinkedIn



Website

Bio

Making Technology Easy is my mission. I am a technology specialist with 30+ years' experience in delivering market leading IT Support services to over 900 clients. I am passionate about getting to know an organisation inside out before providing them with a bespoke solution to suit their needs.

My proactive approach really helps me to stand out – I am constantly identifying opportunities for improvement to keep my clients top of class, if not one step ahead when it comes to technology.

Complete IT Manager

- This service is for schools who wish to outsource their IT Support.
- You will benefit from a dedicated technical consultant who will manage your IT infrastructure and systems, acting as an expert to consult with or fully manage projects, giving you the time to dedicate to your core responsibilities.
- The Complete IT Manager service is available at a fraction of the cost of an on-site person.
- This service includes unlimited helpdesk support, on-site support from a dedicated Technical Consultant, managed monitoring to quickly identify and resolve any issues, cyber security and more.

Complete IT Support

- This service is for schools who need additional support for their in-house team.
- We will cover holiday and sickness, as well as being an additional resource to rely on for IT expertise.
- Whether you need someone to step in and take some of the strain or you need high end technical troubleshooting and resolution, our helpdesk teams and consultants are here for you, so that you can focus on your strategic goals.

Managed Services

- If you have an in-house IT team and are wondering if you should be considering outsourcing to a managed IT service provider, or whether you would benefit from an IT team based onsite who are managed by an external IT partner then the Managed Services offering may be the one for you.
- I know what to look for when it comes to the top IT talent and this service allows me to recruit, train and manage a dedicated IT manager on your behalf.
- Your manager will have at least three years' experience and will be located on-site at your school, on hand to support users and manage infrastructure.
- Multi-Academy Trusts or larger schools with a more substantial IT landscape may prefer to opt for our in-house Team option for a dedicated team of experts, offering the same support as an IT Manager.

Accreditations

- Cyber Essentials certified
- ISO27001:2013 certified
- Microsoft Solutions Partner Designations - Modern Work, Data & AI, and Infrastructure
- Tech Team of the Year (National Technology Awards – 2023), Outsourcing Company of the Year (National Technology Awards – 2022)
- Channel Futures MSP 501 2023 winner

References

'We've had a great experience working with Sharp. They are always determined to solve issues as quickly as possible...They are always willing to go over and above to get things fixed.'
– **Grahame Lambert, Technical Services Manager**
at Mill Hill County High School

Making Technology Easy
www.sharp.co.uk

SHARP
Be Original.