

# Richard Lythaby

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## PROFILE

Having worked in the IT industry for the last 20+ years I feel I'm an excellent communicator and can explain complex issues in a simple manner to help find resolutions at all levels. I'm approachable, but can also deal with issues head-on if needed, as such I can integrate well into an existing team and take the lead to successfully meet objectives. I'm able to build relationships both internally and externally to provide effective management of the IT Service to enable the business to meet its long-term goals.

I can delegate tasks to others based on their knowledge and experience, addressing skills gaps where necessary. I'm committed and hard working with a 'can do' attitude, but also a realist, identifying possible issues early-on in a project with the correct scoping and deployment processes.

I've dealt with the full IT Roadmap from early scoping, planning and execution with high level stakeholders, to dealing with IT & Mobile procurement and deployment, including supplier relationships, as well as management of staff and external resources.

I have global office commissioning, re-location planning and deployment experience, dealing with in-country staff and suppliers.

I'm happily married, with a young family and enjoy spending time with them. I also enjoy motorcycling, vehicle construction and maintenance, electrical engineering, snowboarding and clay shooting.

## CAREER SUMMARY

**Group Head of IT Infrastructure**                      **QMetric Group** (t/a Policy Expert)                      September 2018 – Present

Ownership of the IT infrastructure, including the management and leadership of an IT team, along with managing external supplier relationships and working with the wider business leaders in an SLT capacity.

- Managing, maintaining and optimising the infrastructure across multiple offices.
- Management of 3rd party suppliers and contracts.
- Leading on infrastructure strategy, projects and implementation.
- Audited Helpdesk Management with SLAs.
- General IT Security, PCI Compliance and other data governance best practices.
- Managing the IT Procurement, tracking and lifecycle.

**Global IT Manager**                                      **April Six** (TMMG Plc)                                      March 2007 – August 2018

Managing the entire technology infrastructure of a global technology marketing company, throughout all global offices. Planned, deployed, maintained and up scaled the infrastructure to grow the business from a single site, 30 staff business, to the thriving 100+ staff business with offices on 3 continents.

Planned and executed the migration from Apple Server infrastructure to VMware and Windows with little to no disruption to the business, then expanded the VMware estate globally, with full global connectivity and backup. Migrated the on-premise email server to O365, again with little to no disruption to the business, then expanded the O365 offering to the global offices also encompassing the Office licencing.

Consolidation and management of an acquired company IT systems, including integration to the parent company systems and processes.

Developed a support process for the global offices to manage their IT needs, along with recruiting a growing IT Team. Staff management, identifying training and development needs with KPIs and goals.

Management of LAN and WAN configurations, including site-to-site VPNs, and remote workers using WatchGuard and HP appliances, throughout the global offices.

IT Roadmap, capacity, strategy and security planning, tailored to individual office needs, as-well-as compliance.

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## Senior Engineer

Twilightzone Engineering Ltd

April 2003 – March 2007

Working for a relatively small company, with a large industry-wide customer base, located in Watford. The main day-to-day business being the installation, support and maintenance of all aspects of computing and networking. This includes PC and Macintosh servers and computers, networks and printers including the integration of all three. I was involved with all sides of installation's, including design, implementation and integration of high speed, high security Internet connections and VPN tunnels for client-office-client relationships, this also included remote support gateways. Engaging customers on site to discuss, build and fulfil support requirements as detailed in contracts to meet SLA's or on T&M call out basis. Some of our main customers are large design teams such as The Carphone Warehouse, Threshers, NHBC and Canada Life. I attended training courses from Hermstedt and Zyxel.

## System Support Analyst

Torex Radiology Systems Ltd (Formally AMS Ltd)

April 2002 – April 2003

Working with customer's day-to-day problems on Windows based computers and servers in conjunction with our own Oracle based software. Our customers were the NHS Trusts and Hospitals within the UK. Here I have learnt the basis of my SQL knowledge whilst expanding my Windows skills, fixing day-to-day problems in large databases of high security.

I have been involved in many frequent trips to hospitals all over the country to install, maintain or fix hardware or software problems, as well as mechanical problems with printers.

Many challenges were short notice and time critical, they required me and sometimes my team to attend site, diagnose and fix problems under a high-pressure environment. Much of the work was based within busy A&E Radiology rooms, as wells as doctors reporting rooms.

I was made redundant after the company chose to re-locate to Banbury.

## Junior Support Engineer

Triad Computer Services Ltd

October 2000 – April 2002

Working for a relatively small company based in Reading, their main business being the installation and maintenance of all aspects of computing and networking.

My position was as a trainee system support engineer within a small engineering team of three, catering for approximately 30 separate clients running different set-ups on each site.

I was also supporting and installing Praxon PDX's, a telecom's solution for small to medium businesses. This also included wiring the switch, and dealing with the LCR and Telecom boxes.

Whilst based in the office taking technical support calls I also attended sites to fix both hardware and software problems.

I also had the task of trying to identify and fix problems on items that needed to be brought back to the workshop, as well as keeping stock levels accurate in the workshop.

As my knowledge grew I became involved in installing new technologies working alongside senior engineers.

## SKILLS and EDUCATION

- Windows Server
- Active Directory, DHCP, DNS
- Windows
- MacOS
- VMware ESXi
- Veeam
- Service/Asset Management
- HP/Cisco L3 Networking
- Watchguard/Fortinet/Cisco NGFW's
- Dell/HP Hardware and iLO
- Cyber Security Best Practices
- Endpoint Protection Solutions