



BEN STAFFORD

IT SPECIALIST & MANAGER

"An accomplished technical manager, directing teams in both technology and education."

Reliable, confident and a great problem solver, looking for technical and management opportunities in IT."



07542 356 372



sriel1@gmail.com



NE61 5UB



911-204-0934

EMPLOYMENT



IT Manager

BCIS International School
Phuket
2022 - Present

Head of Primary & Early Years

BCIS International School
Phuket
2018 - 22

Marketing & Web Developer

Maraschino Photography
London
2015 - 18

Academic Manager

ELT Phuket International
Phuket
2011 - 15

IT Support

Northumbria University
Newcastle
2009 - 11

IT Services

EDS (Hewlett Packard)
Newcastle
2009

EDUCATION



BSc Business and IT

Major: Online Marketing
Leeds Metropolitan University
2001 - 04

HNC Arts and Design

Major: Graphic Design
University of Sunderland
1997 - 99

IT MANAGER

APR 2022 - PRESENT

BCIS International School, Phuket

Implemented processes and high-performing IT systems throughout the school. Migrated data to Student Information System, trained and managed groups of users at different access levels. Maintained cloud-based data storage and developed the schools Online Learning platform, and provided ongoing training and support for users.

Prepared and presented planetarium shows for the school and local community. Maintained electronic equipment connected to the media server, projectors and control computer.

KEY RESPONSIBILITIES

- Integrated IT systems that effectively support the organisation and curriculum
- Assisted the DPO to develop data privacy awareness to be GDPR compliant
- Managed and directed planetarium for school and visitors
- Coordinated with vendor engineers to implement Planetarium updates

HEAD OF PRIMARY AND EARLY YEARS

APR 2018 - APR 2022

BCIS International School, Phuket

Responsible for the day-to-day management of Primary and Early Years of a fast-growing international school. Provided strategic direction to promote the aims of the school through the implementation of school practices. Helped drive the school towards CIS accreditation by evidencing high standards of teaching and learning.

KEY RESPONSIBILITIES

- Supported quality of teaching and learning through professional development
- Implemented performance management with staff appraisal system
- Ensured effective communication between all stakeholders in school
- Responsible for the recruitment, orientation and management of new staff



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TECH SKILLS



Google Workspace



Windows Server



Networking



Web development



Adobe Creative Suite

SOFT SKILLS



- Communication & presentation
- Negotiation & conflict resolution
- Prioritise and manage time
- Leadership of large teams
- Work under pressure
- Adaptability to change
- Reliability and integrity
- Responsible decision making

PERFORMANCE

- ✓ Led a team of 50 staff, overseen 100% annual growth over 3 years
- ✓ Implemented School Management System & Online Learning Platform
- ✓ Pioneered and promoted Planetarium shows
- ✓ Increased presence of website and doubled lead generation

MARKETING & WEB DEVELOPER

JAN 2015 - APR 2018

Maraschino Photography, London

Automated lead generation processes through email and social media marketing campaigns. Promoted landing pages and analysed trends to forecast campaigns. Developed marketing strategy with a focus on lead generation and sales conversion.

KEY RESPONSIBILITIES

- Increased site traffic through SEO and social media marketing campaigns
- Captured leads through Autopilot, tracked website and email engagement
- Designed complex WordPress solutions, writing custom code in HTML and CSS

IT SUPPORT

SEP 2009 - SEP 2011

Northumbria University, Newcastle

Provided IT support to university staff and students in a busy helpdesk environment. Diagnosed hardware and software issues; managed incidents through to resolution. Provided network and server support to network engineers.

KEY RESPONSIBILITIES

- Desktop support for MS Office and Windows and created hardware profiles
- Troubleshooting Windows Server, Exchange Server and Active Directory
- Diagnosed network problems with WAN/LAN, firewall and VPN configurations

IT SUPPORT

MAR 2009 - SEP 2009

EDS (Hewlett Packard), Newcastle

Diagnosed and resolved computer and network issues for MoD personnel in a busy helpdesk. Provided software, hardware, client/server and networking technical support. Communicated effectively with both technical and nontechnical users.

KEY RESPONSIBILITIES

- Maintained high satisfaction ratings in resolving hardware and software issues
- ICT service delivery - network and server diagnostics and troubleshooting
- Excellent problem-solving skills and patience in dealing with frustrated users