

James Clutterbuck

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James is a highly skilled and experienced IT professional. For the last 10 years, James has been the Infrastructure and Security Manager for the E-Learning division of the UK Police. He moved to Canada as a permanent resident in 2010, to start a family with his Canadian wife. At age seven, he started programming on the BBC Micro and has had a passion for technology ever since. As well as his Networking and Security work, James has developed several successful iOS & Android apps as well as building a 3D printer and his own design, 3D printed Hexapod Robot.

Experience

Infrastructure & Security Manager

College of Policing (NCALT)

May 2005 to April 2016

Previously named: National Policing Improvement Agency (NPIA) & National Centre for Applied Learning Technologies (NCALT)

The NCALT Managed Learning Environment (MLE) is used by over 330k users from all 43 UK Police forces to provide eLearning and training services. As Infrastructure & Security Manager I am solely responsible for all aspects of the architecture and security of the MLE. These include:

- **Network Control and Operation;** Solutions architect for the design and management of the NCALT MLE infrastructure.
- **Security;** Solely accountable for the NCALT MLE government security accreditation procedures ensuring all breaches are promptly and thoroughly investigated.
- **Information Security;** Performing risk assessments for the MLE and related business application, providing authoritative advice and robust guidance on strategies and control improvements.
- **Information Assurance;** Interpreting security and assurance policies and contribution to the development of approved standards and guidelines of the MLE to ensure full compliance.
- **Security Clearance;** UK Home Office "SC" level to TOP SECRET (expires 2021-11-10).

Notable projects include:

- **Managed Learning Environment (MLE) – Technical Architect;** Architected, specified, and oversaw procurement of load balanced fault tolerant multiple zone network spanning both the Criminal Justice eXtranet (CJX) and Internet, for secure hosting of the MLE system.
- **MLE Yearly Security Accreditations – Security Manager;** Accreditation of the MLE infrastructure, security hardening of Windows Server 2003/2008, SQL Server 2005/2008, IIS, FTP, Cisco PIX 515e/ASA 5510 & Nokia IP390 firewall configuration and testing.
- **Virtual Classrooms – Security Manager;** Planned, implemented and created Risk Management Accreditation Document Set (RMADS) for the Virtual Classrooms (VC) system. Installation and testing of the VC software.
- **Managed Learning Environment – Security Manager;** Working with the Lead Business Analyst and Data Protection Officer, helped formulate the MLE "Privacy Policy" to serve the business, legal and user needs for data protection, freedom of information, and information assurance following all government security guidelines, including IS1, IS2, ISO 17799 and creation of governmental risk analysis assessment, disaster recovery and backup strategy.
- **360° Assessment Tool – Security Manager;** Working with a project manager from the Examinations and Assessment Unit, facilitated migration of the national policing 360° Assessment Tool from a 3rd party hosting service into the NCALT hosting provision. This included guiding the stakeholders and 3rd Party

development agency through the security accreditation process as well as incorporating the new system into the NCALT Risk Management Accreditation Document Set.

- **Web Portals - Developer;** Developed C# ASP.Net web portal content distribution system to allow for distribution over multiple load balanced servers.
- **Syslog Parser - Developer;** Developed a .Net application for parsing of daily security logs, to highlight security threats, identify countries of threat and attack trend analysis.
- **IIS Log Parser - Developer;** Developed .Net application for parsing of IIS logs from multiple load balanced servers, for reporting and trend analysis.
- **Performance Optimisation Project – Technical Architect;** Analysis and research into MSA1000 RAID10/RAID5, disk alignment, stripe size and SQL database partitioning, to improve optimise SQL performance.
- **MLE 2012 Olympics Hardware Refresh Project – Technical Architect;** Increased hardware capacity to cope with predicted increase in police training leading up to London 2012 Olympics. Architected, specified, oversaw procurement and migrated existing network to new hardware, including migration from Windows Server 2003 x32 to Windows Server 2008 x64.

Sales Engineer

BlastRadius (via acquisition from Corel)

February 2004 to April 2005

Information Systems Architect

Corel Corporation

October 2003 to February 2004

The XMetaL XML editor product is highly customizable and is most beneficial when combined with both partner and customer technology. Utilising my programming skills, it was my job to seamlessly merge these technologies with our own to create user-friendly customized XML based information systems for partners and end users around Europe.

- Architecture and implementation of XMetaL customer portal WebServer.
- Creating custom virtual test environments for each specific customer to demonstrate our product: e.g. Windows 2000/NT Servers, XP, SQL Server 2000, Visual Studio .NET then merging our product with third party technologies such as: Documentum, DITA, FOP, DeltaXML, ISOView, ActiveCGM and MathFlow.
- Liaising with partners/clients throughout development cycle. To name a few: Dunlop, Boeing, Daimler Chrysler, Ford, Heineken, Telegraph, IBM, PwC, Motorola, Mekon, Framatome and RBI.
- Analysed collated requirements to create the optimum system for the diverse user group.

Support Technician (3rd Line)

Corel Corporation

April 2002 to October 2003

Primary third-line support representative for Corel in Europe, Middle East and Africa. Working in a team of four, receiving escalations from second line support and directly from partners. Responsible for ensuring customer satisfaction and meeting escalation targets.

- Designed and implemented an intranet based knowledge base, used to store, organise and search bug fix information for Corel products. [SQL Server database with an ASP web front end]
- Implemented the use of VMWare to perform cost effective cross platform testing.
- Created and maintained all VMWare test server environments. This involved installing Windows 98, NT Server, 2000(Server/Pro), XP, SQL Server 2000 and Visual Studio .NET in approximately seven languages.
- Worked closely with the professional services team, implementing product customizations in VBScript and JScript.
- Awarded for “Absolute Dependability” in the Core Values Recognition Program. (June 2003)
- Responsible for all English speaking Premium support accounts.
- Programmed Outlook extension to process orders emailed from customers, remailing bulk orders to manufacturing plant based on stock levels and invoicing partners. [Outlook VBA connecting to multiple SQL Server databases, creating Excel spreadsheets using GAWK and mailing them out using BLAT]

Technical Support Analyst (3rd Line)

Entranet, UK

Aug 1999 to Jan 2002

As the primary third-line support representative for Entranet, I was responsible for the day-to-day running of the support team, ensuring that calls were answered and closed satisfactorily.

- Team leader in a team of three
- Network administration of 300 to 400 users spread over 8 sites in the UK.
- Specified, installed and maintained all server hardware and software. [Mostly Cisco infrastructure and Compaq Proliant servers running: SQL Server 7, Windows NT server, Windows 2000 Server and Exchange 5.5.]
- Designed and implemented an intranet based hardware database that was used to track IT assets [DHTML interface, ASP server side, with a SQL Server back end]
- Specified and programmed the telephone systems in all three main sites [Telrad IS1000, IS400 and IS128 systems]
- Designed and implemented the support call logging system that was used by both internal and external customer support to log and track support calls [DHTML interface, ASP server side running on a SQL Server database]
- Installed, configured, documented, and maintained the Veritas Backup Exec software used to perform backups in all five main sites

Freelancer / Hobby

Recent Projects

June 2011 to Present

On weekends outside of my full-time role I have created iOS & Android applications, IoT devices and various electronic projects.

- **Muse Monitor - iOS & Android App;** Utilising the Muse EEG headband from Interaxon, Muse Monitor lets you view graphs of your brainwave data in real time, stream via OSC or record to your device. Reached #8 in Health & Fitness Canada on March 1st 2016.
- **World Clock Widget – Android App;** Designed to help plan meetings across multiple time zones. The innovative time bar layout, lets you see when multiple time zones overlap, in one simple view. ~45k downloads.
- **TV Faves Guide – Android App;** Personalised TV schedules using data from Zap2It. ~18k downloads.
- **3D Printing;** Custom built a Kossel style delta 3D printer.
- **Hexapod;** Designed and built a six legged walking spider robot. Fully 3D printed chassis, designed in OpenSCAD. Arduino servo control electronics, utilising a wireless PS2 controller.
- **Pinball;** Fully restored a scrapped 1993 Williams ST:TNG wide-body pinball machine. Countless mechanical parts built from scratch as well as PCB repair and wiring loom fault finding.

Early Career History

1996 to 1999	BSc (Hons) Computer Science.	Essex University, Colchester, UK
Summer 1998	2 nd line support (Win NT/95), Hardware Support.	Quintiles (UK) Ltd
Easter 1998	2 nd line support, IT department management.	Electra Fleming
Summer 1997	1 st and 2 nd line support, Telecoms, Patching.	Halliburton Brown & Root
Summer 1996	Programmer – MS Access/HTML.	Penagen Computing Ltd

References

Available on Request

<https://www.linkedin.com/in/jclutterbuck>