

Jonathan McHarg

📞 07901858177

✉️ jonathan@mcharg.com

📍 6 Mellstock Road, Poole, Dorset BH15 3DP



SKILLS

- Leadership and Management
- Strategic Planning
- Sales and Business Development
- Project Management
- Technical Knowledge
- Development and Programming
- Compliance and Security
- Process Improvement
- Client Relationship Management
- Collaboration and Teamwork
- Training and Development
- Problem-Solving and Decision-Making

EDUCATION

Basingstoke College of Technology | Basingstoke
Higher National Diploma:
Computer Studies - Distinction

Alton College | Alton,
Hampshire
A-Levels: Mathematics (A) ,
Computer Science (A) , Physics
(B)

PROFESSIONAL SUMMARY

Accomplished professional with extensive expertise in leadership and management, strategic planning, and sales and business development. Proven track record in driving sales growth, managing complex projects using modern cloud technologies, and ensuring compliance with standards such as ISO 27001 and PCI DSS. Adept at fostering a positive work culture, developing clear company visions, and aligning departmental goals with organisational objectives. Skilled in ITIL standards, professional services automation, remote management tools, and cloud technologies like Microsoft Azure. Proficient in programming languages including Python and PowerShell for enhanced automation and data analysis. Committed to staff training and development, process improvement through automation tools like Power Automate, and nurturing strong client relationships to achieve business goals.

WORK HISTORY

06/2022 - Current

Head of Managed Services / Infrastructure
Enhanced Computer Solutions Ltd | Poole, Dorset

- **Management and Guidance:** Managed and guided the reactive (support), proactive (systems), and purchasing teams, ensuring seamless operations and customer satisfaction. Fully utilised tools such as Halo PSA, N-Able and Microsoft 365 technologies.
- **Managed Security Offering:** Developed the Managed Security offering, designing comprehensive onboarding, real time dashboards and reporting processes.
- **Certifications and Standards:** Implemented ISO 27001:2022, Cyber Essentials, and Cyber Essentials Plus to enhance organisational security compliance.
- **Critical Incident Leadership:** Led critical incident teams for customer emergencies, including cyber breaches with severe impacts and legal implications. Collaborated with cyber insurers and supported customers with ICO reporting and communications.
- **Workflow Efficiency Improvements:** Improved and enhanced workflow efficiency through the utilisation of automation and reporting tools such as Power Automate, Power BI, and other Microsoft Azure/365 technologies. Enabled the team to take

on additional work from other departments, including facilitating onsite support needs, without increasing the staff base.

- **Go: Tech Top IT Support Team Award:**
Led the team to win the prestigious "Go: Tech Top IT Support Team" award, recognising outstanding performance and excellence in providing top-notch IT support services. This accolade underscores the team's dedication, expertise, and commitment to delivering exceptional technology solutions to clients.
- **Staff Development:** Responsible for staff training, development, motivation, retention, and recruitment, fostering a positive and productive work environment. Ensured all staff consistently had two or more qualifications underway, with the systems team undertaking Level 4 Cyber Security apprenticeships.

08/2021 - 06/2022

Head of Engineering

Enhanced Computer Solutions Ltd | Poole, Dorset

- **Project Management Implementation:**
Implemented project management systems utilising SharePoint and Microsoft Planner to streamline processes and improve collaboration. Achieved an 80% target of billable time for engineers while ensuring time was allocated for staff training and development.
- **Financial and Efficiency Reporting:**
Developed comprehensive Power BI reports to monitor financial performance and departmental efficiency, enabling data-driven decision-making. Improved staff morale by ensuring a balanced workload and investment in staff development, while still meeting the company's financial goals.
- **Complex Project Management:**
Managed and completed complex projects, ensuring adherence to timelines and quality standards, resulting in successful project outcomes. Successfully standardised workstations for a funeral company across over 300 branches remotely using automation technologies, including developing a Microsoft Intune policy, without impacting business operations.
- **Technical Standards Development:**
Defined and implemented technical standards for solution delivery, improving the handover process to the ongoing support team and ensuring consistency and reliability.
- **Industry Research:**
Conducted ongoing research to stay abreast of industry trends, new technologies, and advancements, integrating relevant findings into department practices.
- **Goal Alignment:**
Redefined departmental goals to better align with overall

organisational objectives, fostering a unified direction and strategic focus.

- **Team Development:**

Encouraged team development activities, boosting morale and fostering a collaborative and motivated team environment among engineers.

12/2019 - 08/2021

Technical Account Director

QDOS SBL Group / Ridgewall Ltd | London

- **Sales Base Development:**

Developed a robust sales base within the hospitality industry, driving business growth and market penetration. Successfully developed a relationship with Luxury Family Hotels, leading to the transfer of their technical support contract and hotel development to Ridgewall, ultimately resulting in a full technology refit across their hotels.

- **Pandemic Sales Achievement:**

Achieved sales targets during the challenging pandemic period, demonstrating resilience and adaptability. Utilised a network of contacts to establish regular communications and support, fostering trust relationships and encouraging clients to work with Ridgewall.

- **Hotel Group Relationships:**

Fostered new relationships with hotel groups, including IHG, Hilton, and Luxury Family Hotels, resulting in significant revenue growth.

- **Industry Conferences:**

Attended industry conferences to enhance the company brand and increase client awareness.

- **Product Selection Oversight:**

Oversaw product selection to identify the right technology solutions for clients, ensuring profitable delivery of solutions.

- **Hotel Developer Collaboration:**

Collaborated with hotel developers to design bespoke technology solutions that met their specific requirements.

- **Internal Collaboration:**

Worked effectively with internal departments to improve overall service delivery and operational efficiency.

- **Client Relationship Development:**

Developed strong, long-term relationships with clients, fostering loyalty and trust.

05/2017 - 10/2019

Strategic Development Director (Joint MD)

TMB Systems Group | Christchurch, Dorset

- **Company Vision and Strategy Development:**

Collaborated with the Managing Director to develop a clear company vision and strategy, fostering a vibrant culture within the company. Implemented regular team meetings at both department and company levels and held bi-annual "vision days" where all employees engaged with management to

understand the vision and strategy, creating excitement about the company's future.

- **Business Framework Implementation:**
Led the implementation of the “Enterprise Operating System” business framework, introducing structured methodologies to all aspects of TMB. This included weekly team meetings, clear targets, and scorecards for every employee. The system enabled input from all levels of the company, facilitating quick and efficient decision-making.
- **Sales and Marketing Leadership:**
Took charge of Sales and Marketing, leading to a remarkable increase in sales by over 50% from £4 million to over £6.5 million over a two-year period.
- **Strategic Partnerships:**
Created and nurtured strategic relationships with suppliers and third-party vendors, including IHG, to enhance TMB's position in the marketplace.
- **Contract Reporting System:**
Developed a comprehensive contract reporting system to monitor all changes to contract values, enabling detailed analysis and informed decision-making.
- **Award Recognition:**
Led the team to win the prestigious "Solar Winds MSP of the Year" award, recognising outstanding performance and excellence in providing top-notch managed service provider solutions.

04/2015 - 05/2017

Managed Services Director

TMB Systems Group | Christchurch, Dorset

- **Team Restructuring and ITIL Implementation:**
Restructured the team and implemented ITIL standards and structures to improve service delivery and efficiency.
- **Professional Services Automation:**
Chose and implemented a new Professional Services Automation (PSA) package (Autotask) to ensure seamless delivery from sales to support.
- **Remote Management and Monitoring:**
Implemented new Remote Management and Monitoring toolsets (GFI Max and PRTG) to transition the support team from reactive to proactive support.
- **Support Ticket Resolution:**
Reduced the average time to close support tickets by over 95% and promoted first-time fix support, ensuring that more than 50% of all support calls were resolved during the first interaction.
- **Professional Services Procedures:**
Restructured and defined procedures for the professional services team to align with the company ethos and enhance service delivery.
- **HR and Training Policies:**
Implemented HR and training policies to improve staff morale and ensure that the team could support business growth.

- **KPI Programme:**
Developed a KPI programme to reward staff for desired behaviours, promoting a culture of excellence within the support team.
- **24/7 Critical Cover Team:**
Changed the delivery of services to a full 24/7 critical cover team to ensure continuous support for clients.
- **Customer Service Improvement Projects:**
Implemented various customer service improvement projects, including surveys after support or work was completed, to ensure continuous improvement as a company.
- **Contract and Sales Cost Reviews:**
Conducted continuous reviews of contract and sales costs to ensure projects and services were delivered within budget and at a reasonable profit.

11/2012 - 04/2015

Strategic Accounts Director

TMB Systems Group | Christchurch, Dorset

- **Service Development for Hotel Groups:**
Focused on the development of services tailored to the largest hotel groups, driving significant business growth for TMB.
- **Service, Contract, and SLA Definition:**
Defined services, contracts, and Service Level Agreements (SLAs) to meet the specific demands of large hotel groups, ensuring high-quality and reliable service delivery.
- **Acquisition of Major Hotel Groups:**
Established new services that enabled TMB to win contracts with some of the largest hotel groups in the United Kingdom, significantly enhancing the company's market presence.
- **Goals and Values Statement:**
Instigated and wrote a comprehensive "Goals and Values" statement for the company, providing a structured tool to define the company's ethics and guide team development.
- **Company Sales Strategy:**
Defined the company sales strategy, setting out annual targets and objectives to drive growth and achieve business goals.

2010 - 2012

Technical Consultant / PCI Consultant

TMB Systems Group | Christchurch, Dorset

2007 - 2010

Service Delivery Manager

Civica UK Ltd | Dorking, Surrey

2005 - 2007

Business Owner

McHarg.com Limited | Petersfield, Hampshire

1998 - 2005

Technology Consultant

Exxon Mobil | Leatherhead, Surrey

1995 - 1998

Operations Manager

Tempo Electrical Stores | Kingston, Surrey

1994 - 1995

Technical Services

Travelbag | Alton, Hampshire

REFERENCES

References available upon request.