

KARL MCCARTHY MSC CCII MBA FBCS CITP MIET

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Profile

Visionary Information & Communication Technology Operations Executive with considerable experience in managing IT professionals, programmes and projects for the delivery of corporate IT systems and services. A high-energy, dynamic and creative leader with well established managerial and communication skills, developed over 14 years of leading IT related people, projects and change programmes.

An ambassador of Continual Service Improvement and Customer Relationship Management, with a firm belief that a clear understanding of end-to-end business processes is critical for the successful delivery of high-value, business winning Information Technology solutions.

Skills

Leadership & Communication
Project & Programme Management
ITIL Expert
Prince 2 Practitioner
DV Cleared

Customer Focused
Strategic Thinker
Chartered IT Professional
MSc and Executive MBA Qualified
NATO

Achievements

- Fellow of the BCS and registered Chartered IT Professional.
- Delivered a corporate IT Infrastructure "Get-to-Green" plan and complete manpower restructure in support of the British Forces Gibraltar strategic business plan.
- Completed a 2-year change programme to achieve 40% manpower savings, whilst increasing operational outputs and improved support processes for operations in Cyprus.
- Co-author of the Cyber-warfare Branch Strategy Review, focused on the evolutionary development of the Air Communication Engineer Branch for the next decade.
- Executive submission of the RAF Communication Engineer Branch Manpower Plan for the Strategic Defence & Security Review (SDSR) Team.
- Selected for the Personal Staff Officer Role to the IT CTO at the RAF Headquarters.
- Introduced and developed Enterprise Architecture methodology for the RAF Combat Air and Navy Carrier Strike capability development staff.
- **Awarded a 2* Team Commendation in the 2011 New Years Honors List for the Enterprise Architecture Project.**
- Selected for the Combat Air - IT & Communications Technical Development Role at the RAF HQ.
- Delivered a 6-month (concept to 1st user live) multi-national / multisite £18M IT & Communications Solution across southern Afghanistan from MOD Corsham.
- **Awarded a 2* Team Commendation in the 2009 New Years Honors List for the Afghan IT Project.**
- Achieved a 60% reduction of negative customer feedback over 6-month targeted Continual Service Improvement campaign for MOD IT in Germany. Delivered the service request reform from a complicated, 6-month process, to a 2-week process.
- Established the 1st ITIL Compliant Service Support & Service Delivery team at RAF Marham. **3-Years ahead of the Defence Information Infrastructure (DII) project.**
- Developed and managed the €6M EM Emissions Test Facilities Upgrade Project for NATO.
- Increased the NATO inspection program for a multinational team of communication technicians to include a further 12 x NATO nations over 2-year period.

Work History

Head of IT & Telecoms Service Delivery

MOD Information Systems and Services

08/2012 to Current

Gibraltar

IT & Telecoms Service Delivery Manager for ISS Gibraltar providing defence information systems and service support to MOD Gibraltar, through the delivery of integrated information solutions. Management of 70+ Staff and 3000 User Access Devices. Service Desk, Incident, Problem and Change Management for the entire ITIL V3 Lifecycle.

Delivered a number of complex ICT and manpower projects, including a complete reorganisation of the manning structure to meet the Military Manpower Control Totals for the government; whilst maintaining full ICT operational capability and support.

Executive Officer

MOD Joint Service Signals Organisation

07/2010 to 08/2012

Cyprus

Second in Command of a busy and complex unit of 600 personal, responsible for the unit non-public financial planning alongside the development and day-to-day support of the unit. The tour broadened my HR and business experience as the HR & Logistics lead for a complex and critical operational community based in Cyprus. I was required to multi-task a number of complex and varied projects alongside the many fastballs of supporting a busy operational command team.

I lead and managed the station non-public financial plan. Secured and delivered over £1.5M worth of community projects through non-public and charitable funds.

Staff Officer to CTO

RAF

12/2009 to 07/2010

Air Command, Buckinghamshire

Staff Engineer Support Officer to the CTO, responsible for all IT and Networks Communications related operational delivery for the RAF. As personal staff officer I was responsible for the coordination of the Senior Office outputs in delivering strategic direction to the RAF ICT cadre. I was required to work at pace to ensure strategic objectives were met and was exposed to the senior management and board level outputs of the RAF Leadership Team.

Enterprise Architect

RAF

07/2007 to 12/2009

Air Command, Buckinghamshire

Responsible for the Information Defence Line of Development for the RAF Enterprise Architect team in the RAF CIS Information Division. Personally pioneered and developed Business and Information flow analysis using MODAF methodology for the RAF ICT community to assure coherence and ICT compatibility of future RAF Combat Air and ISTAR platforms.

Specialist IT Projects Manager

MOD Information Systems and Services

12/2006 to 07/2007

Corsham, Wiltshire

As part of a focused team of IT & Communication Networks project managers, I helped assure the delivery of Urgent Operational Requirements for the RAF. Notably, I worked alongside the project team in the planning, technical and service management design for the successful delivery of Stage One of Project OVERTASK for MOD / NATO Defence ICS in Afghanistan.

IT & Service Delivery CRM

MOD Information Systems and Services

08/2005 to 12/2006

Rhiendahlen, Germany

The IT & Service Delivery Customer Relationship Manager for the MOD in Germany and Western Europe region. Additional responsibilities required me to plan and develop lean initiatives for the delivery of ISS IT and Communications Networks across the breadth of MOD clients in Western Europe. Selected into the Future Plans Role to reduce over 26 complex methods to a single front door for ICT services and requests.

IT & Communications Service Delivery Manager

RAF

08/2003 to 08/2005

Marham, Norfolk

As Officer Commanding the IT and Communication Networks, I led the IT & Service Delivery team of 80+ staff for all defence information systems and service support to RAF Marham including Airfield Communications and Navigations Systems.

As an early adopter of the ITIL movement I introduced the first fully ITIL V2 compliant Incident, Problem and Change Management organisation to the RAF CIS community, ahead of the Defence Information Infrastructure project.

Officer Commanding IT & Emissions Security

NATO - Supreme HQ Allied Powers Europe

06/2001 to 08/2003

Belgium

Head of the Emissions Security team as part of the NATO Information Security department in SHAPE. Lead of a team of 10 technical specialists responsible for the inspection and emissions security development of all NATO bases in Europe.

Communications Engineering Officer Graduate

RAF - Officer College

04/2000 to 06/2001

Cranwell, Lincolnshire

RAF Officer and & Engineering Specific training at RAF College Cranwell. Graduating as an RAF Officer in Sep 2000 and certified Engineering Officer in Aug 2001 and winner of the Communications Officer Award.

Aircraft Technician

REME – Class I Engineer

01/1990 to 03/2000

UK & Overseas

Education

MBA: Executive International Stream

Henley Business School

2014

MSc: Computers for Commerce & Industry

The Open University

2009

Service Manager: ITIL

Interquad QA

2005

Practitioner: Prince 2, MSP, MPP

Interquad QA

2004

Higher National Diploma: Engineering Design & Manufacture

University College Suffolk

1999

Interests

Technology, Mindmapping & Creative Thinking, Taekwondo, Sailing, Powerboats, Skiing, Guitar, Family.

Personal Statement

If you need somebody who has a good understanding of all aspects of IT, Software, Hardware and Networks, and also able to lead projects, people and drive change programmes then I would be your ideal candidate. As a dedicated family man, the opportunity to take on a meaningful, challenging and stable job with a good employer is important to me and I can be ready to go within 3 months of a meaningful offer.

References

References available on request