

# SCOTT GREEN

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## PROFESSIONAL PROFILE

Senior Infrastructure Technical Specialist with 25 years' experience supporting and improving business critical IT across head office, logistics, manufacturing and 500 retail stores. Strong expertise in Windows Server, Active Directory, virtualisation and PowerShell automation, with a track record of delivering infrastructure migrations, strengthening security and improving operational efficiency. Experienced in coordinating technical change with project teams, suppliers and business stakeholders while minimising disruption to essential services.

## KEY SKILLS AND TECHNOLOGIES

- **Core Infrastructure:** Windows Server, Active Directory, Group Policy, DNS, DHCP, Virtualisation (VMware, Hyper-V), Windows Failover Clustering, DFS, TCP/IP, NTFS Permissions, RSAT.
- **Infrastructure Operations:** Third-line Support, Incident & Change Management, Major Incident Management, Root Cause Analysis, ServiceNow, Technical Documentation, Operational Standards, Stakeholder Management, Supplier Management, 24x7 On-call Support.
- **Automation & Systems Management:** PowerShell Scripting & Automation, WSUS, Infrastructure Lifecycle Management, Windows Server Deployment, Server Build Automation, Platform Modernisation, Infrastructure Reporting, Hardware Refresh.
- **Security & Access Control:** Qualys, CyberArk, RADIUS, NPS, Security Hardening, Vulnerability Remediation, Business Continuity, Disaster Recovery, ITIL.

## EMPLOYMENT HISTORY

### Senior Infrastructure Technical Specialist | TCS, Remote | September 2026 to Present

Transferred from Morrisons under TUPE, continuing in the same role.

### Senior Infrastructure Technical Specialist | Morrisons, Bradford | November 2018 to September 2026

Lead Windows infrastructure modernisation, operational standards, security and lifecycle management across a business-critical estate of 5,000 servers.

- Oversee the complete server lifecycle, including physical and virtual deployments, operating system upgrades, lifecycle patching strategies, and legacy hardware decommissioning.
- Establish and maintain enterprise server build standards, operating system gold templates, and disaster recovery standard operating procedures.
- Collaborate with internal project teams, Change Management, external vendors, and senior site contacts to coordinate and execute business-critical infrastructure changes.
- Develop PowerShell scripts and automated reporting to enforce system consistency, eliminate manual administrative overhead and support enterprise migration initiatives.
- Build, configure and deploy Windows servers for new store openings, while supporting infrastructure changes required for store closures and relocations.

### Infrastructure Technical Analyst | Morrisons, Bradford | November 2013 to November 2018

Delivered hands on third line engineering support within an ITIL and Agile framework to maintain the availability and performance of a large scale Windows environment spanning corporate offices, manufacturing plants, and 500 retail stores.

- Managed and maintained core infrastructure components, including Active Directory, Group Policy, DNS, DHCP, and Windows Failover Clustering high availability services.
- Provided advanced third line troubleshooting and operational escalation support to isolate and resolve complex incidents.
- Delivered 24/7 out of hours support for critical enterprise incidents, infrastructure maintenance windows, and scheduled server patching cycles.

## RECENT PROJECTS AND ACHIEVEMENTS

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### Simulated Cyber Attack Recovery

- Led core infrastructure recovery during a simulated cyber attack, restoring Domain Controllers, Active Directory, DNS, DHCP, jump servers and manufacturing platforms within three days.
- Authored business continuity documentation covering recovery sequences, critical service dependencies and restoration priorities.
- Restored Citrix VDI access, enabling offshore support teams to reconnect securely and resume critical operational services.

### DHCP Migration and Consolidation

- Played a key role in an enterprise DHCP consolidation programme that retired over 500 DHCP servers and migrated more than 3,000 scopes supporting approximately 30,000 devices. Led the Manufacturing workstream across 10 sites and over 150 DHCP scopes.
- Audited and mapped all existing scopes, reservations, options and exclusions to ensure safe, predictable network cutovers.
- Collaborated closely with business stakeholders and site contacts to coordinate cutover windows, match operational schedules and minimise business downtime.

### Legacy Windows Server Decommissioning

- Delivered and validated DHCP, file share and Domain Controller migrations, enabling 1,000 legacy Windows Server 2003, 2008 and 2012 servers to be safely decommissioned over 12 months.
- Strengthened infrastructure security by disabling legacy protocols, including TLS 1.0 and SMBv1.
- Contributed to a wider mainframe decommissioning project, removing unsupported servers from the corporate risk register.

### Infrastructure Automation and Reporting

- Automated Windows server builds using PowerShell, reducing deployment effort by more than one day per server while improving build consistency and repeatability.
- Developed CSV driven PowerShell scripts to report on DHCP scopes, active leases and server health across multiple servers, supporting troubleshooting, operational validation and migration planning.

## MORRISONS INTERNAL RECOGNITION

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Peer-nominated Morrisons awards (Moscars) recognising outstanding individual or team contributions.

July 2026: Manufacturing Migration POC | June 2026: Mobile Printer Configuration | March 2026: Store to Central DHCP Migration

## EARLIER EMPLOYMENT HISTORY

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### IT Data Centre Operations, Shift Leader | Morrisons, Bradford | May 2005 to May 2013

Led a team of three analysts delivering 24/7 operations across two enterprise data centres, acting as the primary technical escalation point during major incidents and maintaining business-critical service availability.

- Managed rota planning, performance reviews, one-to-ones, coaching and career development.
- Maintained clear shift handovers, operational logs and escalation procedures to support service continuity.

### IT Data Centre Operations, Analyst / Operator | Morrisons, Bradford | September 2001 to May 2005

Provided 24/7 monitoring and operational support for business-critical systems across head office, logistics, manufacturing and 500 retail stores. Resolved routine operational and batch processing issues using standard procedures, maintaining accurate logs and clear shift handovers to support service continuity.

## EDUCATION AND TRAINING

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### Professional Certifications & Courses

- ITIL v4 Foundation in IT Service Management | PeopleCert (Aug 2025)
- ServiceNow Incident, Change, Request, CMDB | Morrisons (Nov 2019)
- VMware vSphere: Optimize and Scale v6 | EMC (Nov 2015)
- Microsoft Windows Server 2012: Installation, Configuration and Administration (M20410/M20411) | Microsoft (2013-2014)
- Certified Data Centre Design Professional (CDCDP) | Edexcel & Pearson UK (Jan 2010)

### Academic Qualifications

Advanced GNVQ, Information Technology - Wakefield College | 10 GCSEs - Royds High School, Leeds