

ANDY KNIGHT

Woking, Surrey GU22 7BZ | 07825 148577
mail@andyknight.uk | [linkedin.com/in/knightandy](https://www.linkedin.com/in/knightandy)



www.andyknight.uk

Professional Summary

A highly accomplished IT leader with extensive experience across engineering, manufacturing, entertainment, scientific, healthcare, and global corporate sectors. Demonstrates strong commercial acumen with a proven track record in analysing business requirements, setting strategic direction, and delivering projects on time. Expertise in leading IT service transformations, implementing service management practices, and achieving operational excellence in infrastructure and application support.

A collaborative leader, skilled at engaging across all organisational levels and handling challenges decisively. Proven in building high-performing teams through training, coaching, and mentoring.

Adept at driving team performance, solving complex problems, prioritising activities, and optimising costs while maximising IT service efficiency. An articulate communicator with exceptional interpersonal skills, effectively collaborating with colleagues, key business stakeholders, and third parties.

Experience

- Head of IT Service Delivery** **December 2021 to present**
Ambassador Theatre Group: ATG Entertainment
Responsible for leading IT service delivery encompassing infrastructure, network, enterprise applications, IT service desk, and service delivery teams. A senior leader reporting to the Group IT Director, Managing 6 direct reports and an overall team of 25. Cultivates relationships with key stakeholders across the organisation and collaborates closely to guarantee secure, cost-effective and reliable services, managing an IT services budget of £3M and actively driven several IT transformation programmes and projects.
 - Successfully completed a transition from an in-house IT service to a Managed Service Provider.
 - Realised six-figure savings in MS365 and Azure service costs through cost optimization initiatives.
 - Spearheaded efforts to stabilise services and partnered closely with suppliers to enhance support.
 - Revamped the IT services team, enhancing team capability and decreasing staff turnover.
 - Oversaw significant improvement in Service Desk KPI's inc.:50% reduction in abandoned calls.
 - Leads monthly reviews with Business Directors/Leads, supporting a high level of service excellence.
- Head of IT (Interim)** **July 2021 to December 2021**
Newmedica – Elephant & Castle, London
Responsible for initiating and supporting the technical transformation, aligning with an aggressive growth strategy of a leading provider of ophthalmology services in England. Led an 8-member IT team in ensuring end-to-end IT service delivery and managed a diverse portfolio of change projects and initiatives that catered to 500 users across the organisation.
- Head of IT Services & Systems Operations** **2014 to 2021**
InHealth Ltd – High Wycombe, Bucks
Responsible for delivery of IT solutions and operational services to the UK's largest provider of specialist diagnostic and healthcare solutions. A senior leader reporting to the CIO with 7 direct reports and an overall team of 25 supporting 2,500 users operating in over 400 static and mobile locations across the UK. Management of a £4M IT department operating budget. Led infrastructure, applications, database, service desk, service engineering and technical projects teams.
 - Achieved IT objectives supporting the corporate vision to grow the business from 1000 staff and £99M revenue in 2014 to 2500 staff and £184M revenue by 2020.
 - Identified and realised savings of several £M by implementing cost optimisation initiatives in IT infrastructure, reviewing solutions in operation and re-evaluating projects planned and in-flight.
 - Led migration effort to Microsoft Azure, completing a preliminary readiness project, gaining executive approval to spend £2M with target savings of £900Kpa, and completing the design activities.
 - Oversaw enablement of all staff to work remotely during COVID19 lockdown with no business impact.
 - Oversaw the successful roll-out of Microsoft 365 and Windows 10 to the user base.
 - Improved systems uptime by 90% since joining by enhancing supplier services, reporting of KPI's, monthly surveys to assess performance, introducing ITIL best practice and developing the team.
 - Achieved ISO 27001/9001 and Data Security Protection Toolkit accreditation annually.

- Director of IT Infrastructure** **2009 to 2013**
Thermo Fisher Scientific – Basingstoke, Hants
 Responsible for strategic IT leadership in Europe for a \$12bn world leader in scientific products and services. Reporting to US-based VP of Global IT and leading a team of 5 direct reports, 65 European IT staff overall and supporting 10,000 users across the region. Controlled an annual European IT infrastructure operating budget of ~£2.5M and accountable for enterprise infrastructure, applications and service desk support. Identified industry standard IT solutions and technology to drive business value and agility.
 - Saved over £1M through rationalisation and consolidation of key European sites and data centres.
 - Established alignment of a newly developed European roadmap with business goals.
 - Increased value by consolidating disparate Service Desk solutions into one outsourced operation.
 - Transitioned 50 divisional resources into a corporate-based European service operating model.
- Head of IT** **2007 to 2009**
Oxoid Ltd, Thermo Fisher Scientific – Basingstoke, Hants
 Responsible for leading and managing a team of 13 IT services staff in UK/Europe for the Microbiology arm of Thermo Fisher Scientific. Reporting to the CFO and managing a budget of £1M. Implemented a standard IT operating model to support the business across Europe. Established an ITIL-based best practice framework. Delivered business-critical IT services to ~1500 users.
 - Transformed the IT team from a stagnant entity with a poor service record to a high-performing, customer-focused team with positive attitude and aligned IT strategy with business goals.
 - Led efficiencies through IT consolidation, standardisation and integration across the organisation.
 - Achieved overall cost savings of ~£200Kpa through supplier negotiation, systems and applications cost optimisation and consolidation.
- Head of Group IT** **2000 to 2006**
McLaren Racing – Woking, Surrey
 Responsible for IT for the McLaren Formula 1 team and providing support for the 11 operating companies within the Group. Reporting to the Managing Director and leading a team of 13 technical staff, delivered IT services to ~1,000 internal users at the factory and test/race team support trackside. Worked closely with technical sponsors and partners.
 - Oversaw a major £6M+ IT strategic initiative, establishing a technology roadmap, being instrumental in delivering environment, systems and services for the £500M+ McLaren Technology Centre.
 - Ensured high availability of business-critical IT systems at factory and trackside.
 - Directly responsible and accountable at 6 race and 2 test events as “the” technical representative.
 - Developed and expanded the IT team to achieve service expected in a high-pressure environment.
- IT Manager - IDC Group** – Hemel Hempstead, Herts **1990 to 2000**
- Computer Operator / Systems Engineer - IAD** - Worthing, West Sussex **1985 to 1990**

Core Expertise

- IT Team Management and Leadership
- IT Strategy Implementation
- IT Service Management & Delivery
- Infrastructure & Applications Support
- IT Operations
- Technical Project Delivery
- Continual Service Improvement
- Cyber Security
- Budget and Financial Management
- Vendor / Supplier Negotiations

Core Competencies

- Ensuring Accountability
- Leading Change
- Fostering Learning & Development
- Embracing Diversity
- Inspiring Others
- Nurturing Innovation
- Actively Communicating
- Exemplifying Integrity

Certifications & Affiliations

ITIL v3 Certified
 MBCS - Member, British Computer Society

Education

HNC, Computer Studies
 Chichester College