

Profile IT manager – John Smits



Manager with more than 25 years of experience in IT environments

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I am a result oriented (IT Manager who also takes into account the social and personal aspects of the work environment.

I'm result driven and create a balance between people and the IT business. Beside optimization for either mid or long term, I also look to create quick wins. A central focus in my projects is always cost control and standardizing processes.

As (project) manager, I gained much experience in projects that had a focus on infrastructure projects and also about business processes in combination with ERP applications like SAP and Infor Lawson M3. Often the focus is on optimizing, processes and managing, motivating and coaching of employees and/or project-teams.

Roles	Competencies	Languages
IT manager	Entrepreneur	Dutch
Project manager	Result Oriented	English
Team manager	Organizer	
Service manager	Customer driven	
Change manager	Coach	
ITIL Process manager	Persistence	
	Pragmatic	

Education	Jaar
Post HBO Bedrijfskunde (HAN)	2002
Post HBO Datacommunicatie (Fontys Hogescholen)	1991
MTS+ Computertechniek	1988

Training	Year
Prosci Change Management Practitioner (Meastro/TPSOC)	2020
AgilePM Foundation and Practitioner (Maestro/Lagant)	2019
Agile/Scrum master (5Hart)	2017
IPMA C/D (GoodSense)	2013
Infor/Lawson M3 ERP Bootcamp – (Infor)	2012
ITIL Foundation v3 (IT-Partners)	2011
Entrepreneur trainingen	2009-2016
Prince2 Foundation and Practitioner (Forsa Advies)	2009
SAP ERP bootcamp – (Sperry)	2007
Diverse IT, management en project management cursussen	

Hobby's
Running, play squash, wine tasting and investing in properties and stocks

Experience

Insign IT – Venlo

jan. '22 – febr. '23

Project Manager (several projects)

Insign IT is an IT service provider and John was responsible for several IT projects. Project size is 500 till 1500 hours. Customers where he managed projects are hospitals, woningcorporaties and also commercial companies bedrijven. Some of his projects:

- Implementation of the new desktop in Microsoft cloud. Mostly hybrid;
- SharePoint migrations with adoption management (Prosci Change Management);
- Exchange migrations to the cloud;
- Implementation of infrastructure projects; implementing or replacing SAN's, ESX hosts, Palo Firewalls and/or Netscalers.

KLG Europe – Venlo

jan. '21 – febr. '22

Global IT Manager / Project manager

At this logistic service provider John was responsible for the IT department. Main goal was improving the structure of the IT department and the collaboration between the IT professionals. He was also project manager for some key projects.

- Implementation of the Incident en Change process for 16 IT'ers;
- Project manager for replacing the backend infrastructure and a move of the equipment to a data center;
- Packet selection and implementation of a new WMS system for 2 locations;
- Packet selection of a new TMS system voor freight forwarding.

Weener Plastic Group – Ede, Tilburg, Weener(D)

July '19 – Aug '20

Global ICT Manager

At Weener Plastic Group I was responsible for the worldwide IT, both office and factory automation on 28 production locations. The IT department is located on 3 locations (total 11 FTE) that were my responsibility. Stakeholder management with the production locations.

My responsibilities:

- Create roadmap 2020 and roadmap till 2022, also created year budget
- Manage the IT departments and coach the technical and functional specialists;
- Improve the cooperation between the IT departments and improve the maturity;
- Improve SAP processes via workshops at different plants (visited 6)
- SAP Process improvements consists of: Make to order strategy, scanning of pallets in SAP, clean master data, implement MRP, schedule of production orders, change of the sales outbound process;
- Implement new DWH with Agile/Scrum in MS Azure cloud,
- Develop strategy for outsourcing data centres, develop strategy for a standardized Middleware between the ERP applications and the MES system;
- PM: set up global security framework and audit the 4 IT environments;
- Implement the basic ITIL-processes;
- Managed projects: SAP Process Improvement, upgrade infrastructure of several factories, stabilize and professionalize the MES application, replace old hardware, finish the implementation of SD WAN.

Bravis Hospital – Roosendaal, Breda

Dec. 17 – June '19

Project manager

At Bravis I've managed several projects with a total budget of €3,5 million:

- PM: Implementation of a new SAN, Archive (PACS) and Backup solution. Bravis has chosen for a HCI solution from Dell EMC with VxRack Flex, Isilon and Avamar; starting with the requirements and supplier selection until the implementation;
- PM: for the ICT activities for around 40 internal renovations and relocations;
- PM: for the implementation of Zeiss Forum, a PACS for the eye doctors;
- PM: for the implementation of PDMS for the new eye and pain surgery room whereby measurement data are imported into HiX (EPD) and the eye and pain processes around the surgery process are further elaborated;
- PM: for delivery of quality data from HiX and Dica (semi automatically);
- Requirements setup for a new ERP system;

- PM: for the implementation of a new Narrowcasting system; starting with the requirements and supplier selection until the implementation;
- PM: for the implementation of REDT software for the automatic ordering of nuclear medicines

Welcome Home Apartments

Jan. '17 – Nov. '17

Project Manager

Setting up a young startup in Serviced Accommodations in England and Scotland.

My responsibilities:

- PM: for setting up and dress apartments;
- Contract negotiations and setup a local team;
- Setup website with Agile/Scrum, role product owner;
- Setup tooling with Agile/Scrum, role product owner;
- Operations management.

Security region Gelderland South, Nijmegen

March '15 – March '17

Interim IT Manager

As interim IT manager I'm responsible for the IT and telecommunication. Major parts are outsourced to 2 suppliers. The IT is for the fireworks, ambulance, security, health for the region.

My responsibilities:

- Operations management ServiceDesk;
- Incident and change manager;
- People manager for 4 employees; ServiceDesk, Application and System engineers;
- IT Tenders and Contract negotiation and supplier management;
- Implement ITIL processes;
- IT coordinator for the Dutch 112 in the region Nijmegen;
- Project: implement a IT and Facility service management tool with user portal.

Result: During this assignment I have improved the relationship with the main supplier, involved in projects to improve the IT stability, implemented ITIL processes, changed the attitude and culture of the employees and improved the relationship with the end-users.

ICL / Everris, Waardenburg

Nov. '14 – March 14'

Project manager

As project manager I'm responsible for several projects.

My responsibilities:

- Manage the build and implementation of a complaints applications with Agile/Scrum. My role was product owner and in this application was built in several sprints. The roll-out was worldwide;
- Manage implementation of VOIP project and Quality manager application.
- Consolidate and phase out of applications and servers;
- Manage performance issues.

Result: implemented VOIP telephone system, implemented a worldwide Quality management application.

MCi – Mirror Controls International, Woerden

Nov. '13 – Oct. 14'

Global IT Manager

As interim IT manager I'm responsible for the worldwide IT. Manage IT engineers and partners (infrastructure, hosting and SAP).

My responsibilities:

- Operations management to IT engineers and functional application manager;
- Manager the partners to which services are outsourced;
- Contract negotiation with the SAP integrator;
- New website for MCi with Agile/Scrum method;
- Coordination of the data center move from Switzerland to Denmark;
- Implement applications; for engineers PTC Winchill is added to Creo;
- Manage SAP Security improvements, the base were the audit results of KPMG.

Result: operational IT manager, finished hosting contract, moved data center.

Pon Equipment and Pon Power, Almere / Copenhagen

Role: **IT Project Manager Lawson ERP implementation** Jan '12 - June '13

For this Caterpillar dealer I managed an international IT project team. The team consists of 15 application administrators and infrastructure technicians. My role was to extend the infrastructure, setup a support organization and make the infrastructure ready for the First Go-Live, in Denmark.

My responsibilities:

- Setup and manage the project plan;
- Manage the IT project team;
- Manage the infrastructure and application suppliers;
- Setup the Application Support organization for the new ERP system, Infor Lawson M3, SMS, Mec interfaces and Mom/Streamserve;
- Setup role based security within the new ERP application;
- Define roles, responsibilities and education plan for functional and technical administrators;
- Manage the operational support (after go-live) in Denmark and Norway;
- Setup and manage the third line support contract with Infor;
- Implementation of Incident and Change process within IT and the business;
- Coordinate IT activities with the wider organization;

Results: an implemented DTAP infrastructure for Lawson M3 and related applications; virtualized server environment; implemented and tested disaster recovery infrastructure; centralized Mom/Streamserve infrastructure; operational ERP support organization; third line support contract and development contract with Infor; interface between Google mail and SMS; server centralization for Streamserve en Mec.

Hyva, Alphen aan de Rijn

May '11 - Aug '11

Role: **Global IT Manager**

As interim IT manager I was responsible for the Global IT within Hyva. The department in the Netherlands has a staff of 7 employee's administrating the infrastructure, servers, workplaces and ERP application. I had a functional responsibility for the foreign IT departments. I introduced process management to this team.

My responsibilities:

- Daily management and coaching;
- Alignment with the user organization and contract management;
- Bring structure to the IT department on a pragmatic way. The incident and order process are standardized and implemented;
- Project initiation for the ERP upgrade within Europa;

Result: hand over to new IT manager; business case for Infor LN upgrade, implementation Servicedesk in Sharepoint.

CTAC, 's-Hertogenbosch

Nov '10 - May '11

Role: **Change manager and process consultant**

Within CTAC Managed Services the change process had to improve. The goal was to improve the quality of the service and the change process has to comply with ISO and GMP. Within the organization were different change processes. The result was one change process that was adjusted and agreed through the management.

My responsibilities:

- Define and describe the change process with the templates;
- Align the change process with management, employees and other business units;
- Accompanying employees with the adjusted change process;
- Fulfil the role of change manager and a central CAB;
- Define and describe the incident process.

Result: one change process within CTAC for infrastructure and application management; described incident process.

Gazelle, Dieren

June '09 - Nov '10

Title: **IT Manager**

Role: **Project manager after-care SAP Implementation**

At Gazelle, I was responsible for the coordination and re-organization in the after-care phase of the SAP implementation. I re-organised the IT department into a professional team. As a result, the IT department consists out of a team of system managers, work place administrators and a functional SAP competence management group now.

My responsibilities:

- Creating structure within the IT department in a pragmatic manner;
- Implementing multiple ITIL processes, resulting in a more service oriented IT organization;
- Project manager for optimizing the SAP environment(improving the business processes, categorizing reports for the entire organization, creating the support structure);
- Improve the infrastructure through virtualisation of the server environment, and upgrade the data centre;
- In charge of the daily operation and coaching;
- Implementation of ITIL processes, incident, change, configuration, problem and license management;
- Manage the department;
- Other achieved projects: implementation of Every Angle software, redesign of the service - and guarantee process, renewal of the dealer portal, implementation of SAP PI interfaces with third parties, redesign of the planning process.

Results: setup new VMWare infrastructure; improve the data centre; implemented SAP PI interfaces; review business processes; reconfigure service and guarantee process; reconfigure planning process; implementation Every Angle; new redesigned dealer portal.

CWZ hospital, Nijmegen

March '09 - June '09

Title: **Interim Manager**

Role: **Project manager Implementation ITIL processes**

Role: **Problem and Change manager**

The IT department has a staff of 28 employee's administrating the infrastructure, servers, workplaces, applications and databases. I introduced process management to this team.

My responsibilities:

- Defining and implementing of the problem -, change- and configuration procedures;
- Incident and change manager for infrastructure and applications;
- Training and coaching of the administrators regarding the new processes;
- Creating the project office based on Prince2;
- Escalation management for suppliers.

Results: the new Incident and Change process is operational for the IT department.

Sperry Group, Oss

Oct '07 - Dec '08

Title: **IT Manager**

As Interim Manager at the Sperry Group, I was responsible for the entire IT landscape and for establishing SAP Academy (training institute).

My activities:

- Outsourcing of the IT infrastructure in the Netherlands towards a system integrator;
- Implementing and monitoring the SLA;
- Coaching and training of administrators of the SAP system;
- Project manager for the introduction of IP Telephone;
- ERP software selection for internal use;

Philips Semiconductors / NXP Semiconductors, Nijmegen

Oct '01 - Oct '07

Title: **Team manager support group Applications** Oct '04 - Oct '07

Role: **Service owner and manager for applications**

Role: **Project manager several projects**

Member of the operational MT EMEA1 and responsible for a group of 16 application administrators (SAP, BO and other applications), within the IT department in Nijmegen (120 employees and 4500 users). An important achievement is this role was the professionalization of the IT department using ITIL combined with ASL processes.

My responsibilities:

- Managing the daily operation and human resource management of the employees;
- Service & contract management, creating SLA's with the customer;
- Process roles as problem manager for EMEA;
- Change - and release management of applications, including multiple risk analyses using the FMEA and 8D problem solving techniques;
- PM: implementation of a standard change procedures to release applications,;
- PM: for the insourcing and integration of 4 local helpdesks;
- Responsible for the worldwide application packaging within NXP (4 employees);
- PM: reorganization of the SAP support for both functional and technical support;
- PM: outsourcing of the application packaging (script street) to IBM. In this role I managed the SLA with a third party;

Methods and techniques used: ITIL, MITP (Philips project management method), ASL, OTAP, risk analyses such as FMEA, 8D- problem solving and NLP, ISO9001, ISO/TS16949.

Title: **Team manager support group PC-clients** Aug '03 - Sept '04

Role: Project manager multiple projects

As a member of the operational MT EMEA1, I managed a group of twelve employees being responsible for the daily management and projects on the client PCs and the IT infrastructure at the site Nijmegen.

My activities:

- Managing the daily operation (change and problem management);
- Project manager for various (change) projects;
- Member of steering committee of "projects 4000". Project goal was an upgrade from Windows NT to XP client systems including applications and migrate users and data;
- Service manager for standard PCs and application packaging;
- Implementations of services and tailor SLA implementation;
- Change and release management of applications;
- Responsible for global application packaging within NXP (4 FTE);

Methods and Techniques used: Project Management methodologies and MITP Prince2, ITIL, ASL, DTAP, risk analysis and FMEA, 8D methodology and NLP, Tivoli, Wise.

Title: **Project manager infrastructure projects** Nov '01 - July '03

At the central IT department - Infrastructure Group. I was a project manager responsible for several projects. My other tasks were planner and change manager.

Completed projects:

- fabstop for the whole site (5 plants) with 5 Project managers and 30 project staff;
- Culture Research within the central IT organization (AS) - The culture survey was conducted based on the model of OCAI Robert Quinn. Involved approximately 100 employees and 12 managers of the MT;
- Project for the insourcing of 4 local help desk;
- Project manager of service implementations and various infrastructure upgrades.

Methods and techniques:

- ITIL, Project Management methodology MITP, risk analysis and FMEA and 8D methodology.

2000 – 2001	Region manager, Babbage Company - Eindhoven
1999 – 1999	Region manager, Aranea Consult - Den Bosch
1996 – 1999	Manager consultants, Brunel ICT - Nieuwegein
1994 – 1996	Project Manager, Brunel ICT - Nieuwegein
1992 – 1994	Product Manager voor ICT infrastructuur, TechData - Deventer
1990 – 1992	Product Manager voor ICT infrastructuur, Copaco – Eindhoven
1988 – 1990	CAD/CAM support engineer, Cadmes – Eindhoven