



WILLIAM MCLAUGHLAN

IT SERVICE DESK MANAGER • INFRASTRUCTURE • SERVICE DELIVERY

SUMMARY

Service Desk Manager with a hands-on infrastructure background, now leading day-to-day service desk delivery at McQueens Dairies. Brings a practical, operational view of IT: keeping users supported, resolving recurring issues and improving the Microsoft 365, Entra ID/Active Directory, Intune, Windows endpoint and business-application environment that the organisation depends on.

Works confidently with users, engineers, suppliers and senior managers, translating technical problems into clear options and workable fixes. Alongside BAU support, contributes to technology change, knowledge-base improvement, asset control, security housekeeping and business-continuity planning. ITIL v4 certified, commercially aware, and ready to add formal budget ownership to an already broad service-management remit.

EXPERIENCE

Service Desk Manager / Infrastructure Engineer — McQueens Dairies

Jan 2025 – Present

Joined McQueens Dairies as an Infrastructure Engineer and moved into Service Desk Manager responsibility from Oct 2025, covering day-to-day IT service delivery, infrastructure support, Microsoft 365, business systems, suppliers, service improvement and user support across the Glasgow-based business.

- Lead and coordinate service desk activity as Service Desk Manager, prioritising incidents and requests to maintain reliable support across company locations and operational teams.
- Provide hands-on infrastructure and endpoint support across Microsoft 365, Entra ID/Azure AD, Active Directory, Exchange, Windows devices, access management and connectivity.
- Support and improve business-critical systems including Dynamics 365, Roundsman, Zoom and other SaaS or bespoke operational platforms.
- Work with suppliers, MSPs and third-party partners to resolve service issues, coordinate renewals, manage licensing needs and support technology contracts.
- Contribute to cyber security controls through access management, patching, endpoint support, policy awareness and practical risk reduction.
- Support backup, disaster recovery and business continuity arrangements by keeping systems, support processes and escalation routes reliable.
- Deliver IT projects and technology change, balancing BAU support with improvements to tooling, documentation, processes and user experience.
- Advise senior management and non-technical stakeholders on technology risks, options and recommendations in clear, practical language.
- Provide operational input into cost control, renewals and technology investment decisions; ready to take on formal annual budget ownership.

CONTACT

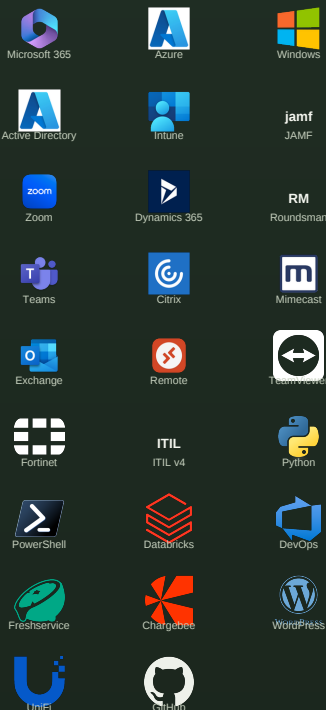
opportunities@williammclaughlan.com

07728732647

Glasgow, Scotland

linkedin.com/in/william-mclaughlan

TECHNOLOGY



SKILLS

Service delivery

Infrastructure

Cyber security

Microsoft 365 admin

Entra ID / AD

GPOs

MDM: Intune / SCCM / JAMF

Hybrid Exchange

SaaS support

Bespoke software

Hardware support

Imaging / FOG / Sysprep

Continued on next page

SKILLS CONTINUED

Asset management

Knowledge base creation

VoIP: RingCentral / Avaya

VPN: FortiClient

Citrix Workspace

Suppliers / MSPs

Licensing

Projects

Stakeholders

Budget-ready

OUTSIDE OF IT

Game development • Surfing • Camping • Reading

EXPERIENCE CONTINUED

Group Service Desk Engineer — Peninsula Group

May 2021 – Jan 2025

Provided on-site and remote support across UK and ROI sites from Glasgow for a large HR, employment law and health & safety consultancy group operating multiple brands, domains and business applications.

- Administered Microsoft 365 across multiple domains within the tenant, including Exchange, user access and day-to-day service desk administration.
 - Managed users and groups across ADM+, Active Directory and Entra ID/Azure AD in a complex multi-domain environment.
 - Supported a hybrid Exchange setup, remote working technologies, conferencing tools, FTP solutions, digital signage and bespoke business applications.
 - Supported SCCM-to-Intune migration activity and MDM administration across Windows, iOS and Mac estates, including JAMF support for macOS migration.
 - Maintained asset records through Asset Panda and supported desktops, laptops, docks, mobile devices and printers across the estate.
 - Administered email security and management tooling including Mimecast, and supported Citrix Workspace for remote and application access.
 - Managed ScreenCloud digital signage and associated VM support, helping maintain visibility of operational information across sites.
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2nd Line IT Support Technician — Hays Travel

Sep 2020 – May 2021

Delivered home-based remote technical support for users supporting Covid-19 government helplines, including track and trace and vaccine booking services.

- Provided remote support to a wide range of BYOD users through TeamViewer, adapting communication style for varied technical confidence levels.
 - Resolved system, VoIP, VPN, browser, remote working and account issues under time-sensitive service conditions.
 - Set up digital signage solutions for store fronts and supported comms-room recabling and upgrades while locations were closed.
 - Created and administered accounts across Active Directory, Microsoft 365, RingCentral and Forticlient VPN.
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EXPERIENCE CONTINUED

Senior 2nd Line IT Support Technician — DNATA Travel (U.K.) Ltd.

Jan 2018 – Sep 2020

Supported a busy office environment and managed sites across the UK, covering BAU requests, incidents, project work, patching, deployments and legacy application support.

- Handled incidents and requests by phone, email and ticketing system, working to tight SLAs across hardware, software, website and user administration.
- Overhauled the knowledge base, introducing logical structure and standard templates to improve support quality and consistency.
- Migrated telephony to a VoIP platform using Avaya and supported remote working capability during Covid lockdowns.
- Created and maintained a golden image using Sysprep for FOG imaging, supporting deployment consistency across the estate.
- Upgraded physical and virtual estates from Windows 7/8 to Windows 10 while preserving legacy bespoke software and services.
- Tested Windows and software patches before deployment using RMM tools, Landesk and PsExec, and supported groundwork for cloud migration.

EARLIER CAREER

DNATA Travel (U.K.) Ltd.

Ticketing Consultant
Oct 2013 – Jan 2018

BellMac

Forester
Feb 2009 – Mar 2013

Sky

Sales Advisor
Nov 2008 – Nov 2010

British Gas

Customer Service Advisor
Aug 2007 – Feb 2008

Central College of Commerce

Earlier education / transition
Aug 2006 – Jun 2007

Cladco

Operator/Forklift Driver
Mar 2005 – Jul 2006

British Army

Gunner
Aug 2002 – Mar 2005

CERTIFICATION

ITIL v4 Certified

SERVICE DELIVERY • SYSTEMS • CHANGE

Practical IT leadership across BAU support, infrastructure, business systems and supplier coordination.

Hands-on delivery with clear stakeholder communication and steady technology change.