

Nigel Baxter

Curriculum Vitae

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Personal Profile

Nigel Baxter holds an MSc in Library and Information Studies and has 20 years' experience in the publishing and information world in a variety of technical, editorial and management roles.

After work as a library assistant he moved to a prominent reference publisher where he undertook a wide variety of editorial work. A growing interest in IT led him to become involved in electronic product development, support and documentation on some of the early reference CD-ROMs and commercial websites in the 1990s. After a spell as a contractor working on Y2K compliance projects and contributing to a dictionary of IT terms, he spent six years working for another major publisher in IT support and management.

Nigel joined Metataxis in 2005 and in addition to providing administrative and support functions has worked on a number of projects for them, combining his broad experience with a meticulous and conscientious approach. He has experience of information and systems audits, data analysis, fileplan design, indexing, cataloguing and metadata creation, work on thesauri and controlled vocabularies, documentation, content migration, and intranet acceptance testing and content upload. He also has several years' experience of Microsoft SharePoint administration, from building servers to building sites.

Skill Summary

Information Skills

Reference product compilation; metadata and taxonomy development; web content management; cataloguing; data analysis and data cleaning; working with tagged/fielded data sets including MARC, XML and HTML; excellent written skills, including writing technical documentation; copy-editing and proof-reading.

Business & Management Skills

Project management; IT audits and inventories (hardware and software); creation of departmental procedures; staff management including interviewing and appraisal; financial management; expectation management; negotiating with contractors and suppliers; negotiating Service Level Agreements.

IT Technical Skills

Good working knowledge of:

PCs and Macs and their operating systems and office applications; Microsoft Windows Server; MS SharePoint 2007 and 2010 administration and site creation; LAN/WAN management and configuration; email systems especially MS Exchange; web server management and configuration; security and firewalls; managing both internal and customer-facing technical helpdesks; telecoms; software testing; website design; authoring in JavaHelp.

General Skills

Ability to assimilate and apply information quickly and intelligently; diplomatic; good communication and presentation skills.

Recent Projects

International Institute for Environment and Development

Build pilot document management site in SharePoint 2010 (2011).

British Council

Project management of the addition of metadata to 14,000 images from the Council's image bank (2011).

Department for Energy and Climate Change

Collecting, indexing and uploading documents for pilot knowledgebank in SharePoint (2010).

London Deanery (University of London)

Design and build of new fileplan and SharePoint intranet site for a department within the Deanery, along with policies for information management best practices. The project involved conducting user interviews and analysis of the existing systems, followed by the creation, presentation and implementation of recommendations. (2009)

The National Archives

System analysis and creation of an options paper for the possible rationalisation of a number of TNA systems/repositories. The project involved conducting user and business owner interviews; and detailed technical analysis and data modelling of the systems. The options paper described a summary of findings, in addition to a range of organisation and technical options for re-developing the TNA systems. (2009)

NHS Information Centre

Design of an information inventory questionnaire; data analysis of network drives. (2008-9)

Prospect (trade union)

Adding metadata to union records to support search and retrieval on public web site. (2008)

Inter IKEA Systems B.V.

Acceptance testing, content management, processing and upload of multimedia content for a new knowledgebase. (2007-8)

Confederation of British Industry

Data analysis, classification and migration of thousands of documents to a new intranet for publishing and collaboration. (2007)

Metataxis internal

Design and development of an intranet for Metataxis staff and associates. (2007)

House of Lords

Managing the indexing of Hansard (proceedings of the House of Lords) weekly and cumulatively. (2005-7)

Inter IKEA Systems B.V.

Taxonomy development and data reformatting/repurposing using XML for a knowledgebase pilot. (2006)

London Borough of Hackney

Part of team creating an audit of all information assets (database, electronic documents and paper). (2005)

British Computer Society

Involved in the development of an IT taxonomy and metadata scheme for classifying web content. (2005)

Vocabulary Management Group

Creation of JavaHelp system for a taxonomy management system. (2005)

Employment History

2005 - Present: Metataxis Limited – General Manager

Contracting, technical and editorial work as listed above plus support for directors. Financial and IT management.

2004 – 2005: Macmillan Publishers – IT Services Projects Manager

Managed internal departmental projects including Active Directory rollout, also supplier relationship management & purchasing. Rewrote the IT Services Department's site on the company intranet.

1999 – 2003: Macmillan Publishers – IT Services Site Manager

Responsible for user support and systems maintenance and development, managing a team of up to 8 support analysts. Initially responsible for IT services in the 250-user Victoria office, I was also seconded to manage the Oxford office IT team for three months, then took on responsibility for the 200-user Kings Cross office and its two IT support staff as well as Victoria. Managed the IT aspects of relocating Victoria office to a new building in Kings Cross and integrating two support teams with very different cultures into one.

1998 – 1999: Texan Gerbil Enterprises – Director

Contracts included: editing, expanding and updating data set for a dictionary of IT-related terms; researching information sources in IT; copy-editing technical documentation; Year 2000 compliance testing work; refurbishing and selling on second-hand computers.

1997 – 1998: Reed Business Information – Electronic Product Support Manager

Set up a new department to provide a centralised customer helpdesk for technical queries on RBI's range of 40 CD-ROM products and 6 Internet sites; also beta testing of new releases, contributions to product documentation and general feedback to product development teams. The department was also responsible for the installation, administration, maintenance and upgrading of all publicly-visible internet servers and firewalls.

1992 – 1996: Bowker-Saur – IT Manager

Managing all aspects of in-house computer systems, including budget control and recommendations on strategy; hardware and software purchasing, installation and maintenance; user support and training; co-ordination and some programming of in-house software applications development.

1991: Bowker-Saur – IT Co-ordinator

Worked on developing a major CD-ROM reference product, including data cleaning, software development & testing and documentation in liaison with external contractors. Application development work in Paradox DBMS. Also responsible for supporting, managing and developing in-house computer systems. Control of purchasing.

1989– 1991: Bowker-Saur – Editorial Assistant

General editorial support, including research, proof-reading, copy-editing and data processing. Also IT, particularly an increasing involvement with and responsibility for a small Novell network.

1987 – 1988: The School of Pharmacy, University of London – Library Assistant

Small but very busy academic library (3 staff members). Duties included: serials collection and interlending; issue desk work; enquiries; displays; help in planning and rearrangement of library resources.

Qualifications

2000: MCSE+I – Microsoft Certified Systems Engineer + Internet

1994: MSc Library & Information Studies – Loughborough University

1987: BSc (Hons) Mathematics and Statistics – Warwick University

Technical Experience

Applications

Microsoft SharePoint (2010/2007/2003), Microsoft Office (2003, 2007, 2010) including Word, Excel, InfoPath, Access, Visio, Project; Adobe Photoshop & Bridge, Adobe Acrobat, Altova XMLSpy, plus many others.

Platforms

PC's (all versions of Windows). MS Windows Server (most versions). Basic Apple Mac knowledge.

Good working knowledge of:

LAN/WAN management and configuration; email systems especially MS Exchange; web server management and configuration; security and firewalls; managing both internal and customer-facing technical helpdesks; telecoms; software testing; website design; authoring in JavaHelp.