

Stephen L. Fagg

207 Ross Street • Cambridge • CB1 3BS
Tel: (01223) 722107

Email: Stephen.l.fagg@ntlworld.com

Current position

University of Cambridge

Computer Officer, Faculty of Oriental Studies (2002 to date)

Responsible for all aspects of computer provision and use with the Faculty. Also Faculty Webmaster, responsible for design and implementation of public and internal web pages.

- Lead development of Faculty IT policy for academic, library and administrative users
- Advise academic staff on research project IT needs and relevant implementation options
- Support network of over 100 Windows 2000 and Apple Macintosh (OS 9 and X) computers
- Currently leading implementation of a new computer-assisted language learning centre
- Manage design and content of Faculty, and associated, web sites (DreamWeaver MX 2004)
- Design and implement web pages in XHTML (with CSS, JavaScript and CGI as required)
- Maintain network (IP over Ethernet) configuration, including IP address administration
- Manage Faculty electronic mailing lists and '@oriental' e-mail addresses
- Specify, purchase, install and upgrade hardware, software and network equipment
- Manage Faculty equipment grant and language learning centre project equipment budgets
- Report once per term to Faculty Computer Committee
- Maintain hardware and software asset allocation register (relational MS Access database)
- Configure non-roman languages on both Macintosh and Windows
- Support application software, including Office, Voyager, web, e-mail, anti-virus and backups
- Configure and maintain printers, scanners and other peripherals
- Assist with use of laptops and data projectors for presentations and teaching
- Capture and manipulate images and for web, publication and PowerPoint

Previous experience

Nortel Networks *Software Systems Engineer, Broadband Access (2000-2001)*

Systems support to a Fibre to the User product development offering integrated voice, video, and data over IP with particular responsibility for customer-premises optical network unit (ONU) providing a gigabit Ethernet interface to a passive optical network.

- Negotiated and analysed customer OAM&P requirements.
- Analysed functional and performance requirements for telephony services.
- Produced detailed specifications for the ONU's OAM&P interface and element management and GUI software (for UML/SNMP/Java/CORBA/Unix implementation).
- Coordinated activities of UK and USA development teams.
- Defined and led requirements management and change control process.
- Created and maintained (MS Access) database and web pages for requirements analysis and management.

Software Systems Team Leader, Next Generation Networks (1995-2000)

Systems support to a Network Manager product development supporting voice trunking over ATM (VToA) and POTS-ATM access gateways.

Real-time embedded software design and development for narrowband over ATM products.

- Served as France Telecom customer liaison for Network Manager software development.
- Provided system support, inter-team coordination and progress monitoring for development, European adaptation, customer trials and evolution of Network Manager.
- Acted as first-line customer interface to Network Manager development team during FT trials.
- Defined API for network management of performance monitoring data.
- Supplied technical leadership to team developing POTS-ATM access gateway element management software (UML/SNMP/Java/CORBA/Unix).
- Led five-person team producing embedded, real-time software (C++/VxWorks) for AAL-2 interface of ATM-TDM trunk gateway.
- Participated in creation and definition of connection broker concept for heterogeneous distributed switching networks. Named as co-inventor on three patents.
- Defined and maintained software development process and web-based support system.
- Modelled product performance and protocol behaviour using SES/Workbench and C code.
- Performed software development, integration and delivery project planning (MS Project).

Stephen L. Fagg

BNR Europe

Software Systems Architect, European Transmission/Network Systems & Applications (1991-1995)

Software design and development of transmission and directory services products.

- Participated in analysis and evaluation studies of mainframe Phone Book Database for BT.
- Assessed and reported on suitability of extant software for incorporation into new products.
- Managed requirements (RTM/Oracle) and performed Shlaer-Mellor object oriented analysis.
- Established software development process and documentation standards to ISO 9001.
- Performed software development project planning (MicroPlanner).
- Evaluated and tested numerous software development support applications to report on their suitability for introduction to the department's development environment.
- Produced embedded software product specifications for Coax Node and Euro-PON.
- Modelled low-level passive optical network protocol performance using C++.
- Designed embedded real-time software (C/VxWorks) for products providing digital broadband over CATV networks (Coax Node) and European adaptation of passive optical network for broadband local distribution (Euro-PON).
- Acted as Design Authority for software (C/Unix) and interfaces of an Interactive Directory Services product for Belgian PTT and GSM Base Station embedded OAM&P software

STC Technology *Principal Research Engineer, Tactical Communications Systems (1983-1991)*

Development, studies and proposals for new battlefield communication systems.

- Provided system management of department's computer network of VAX's, Macs and PCs.
- Spent four years developing embedded software (MASCOT/Coral/assembler and Ada) and performing hardware-software integration of PTARMIGAN equipment for British Army.
- Conducted classified studies and bids for MoD relating to battlefield communication.
- Led four-person team in 15-month study modelling network capacity and evaluating alternative architectures. Presented study results at the School of Signals.
- Supported UK delegation at NATO technical committee meetings

ITT Standard Telecommunications Laboratories

Senior Research Engineer, Microprocessor Technology (1979-1983)

Real-time operating system design & development and microprocessor application consultancy.

- Managed department's network of microprocessor development systems.
- Carried out beta-tests of development support tools; reporting internally and to suppliers.
- Provided microprocessor application consultancy throughout ITT Europe.
- Implemented microprocessor software development support tools.
- Played leading role in design and implementation (PL/M-86) of an object-based real-time operating system (partly specified in 'Z') for embedded microprocessor applications.
- Defined system architecture and designed user interface of windowed terminal.

Education

- 10-month Open University courses in Matter in the Universe (2nd level, distinction) – 1988, Elements of Music (2nd level) – 1987, Telecommunication Systems (3rd level, distinction) - 1985
- B.Sc. (II.ii) in Computer Studies, Loughborough University of Technology - 1979
- 'A'-levels in Engineering Science (A), Pure Mathematics and Applied Mathematics (B), Sir Joseph Williamson's Mathematical School, Rochester (MSR) – 1976
- 'O'-levels in English Language, English Literature, Mathematics, Chemistry, Physics (A), French, History (C), Latin and Additional Mathematics (E), MSR - 1974

Professional qualifications

- Chartered Information Technology Professional - 2004
- Chartered Engineer – 1990
- Member of British Computer Society – 1985

Personal

- Born: 13 May 1958, Rochester, Kent, UK. British Citizen.
- Married, no children
- Leisure interests include: cycling, camping, hiking, cooking, cinema, theatre, concerts