

BLAIR MCDUGALL

Professional Summary

IT leader experienced delivering technology strategy, infrastructure and IT services across multi-site organisations. Proven track record modernising systems, strengthening cyber security, and delivering strategic roadmaps aligned with organisational goals.

Professional Experience

Head of IT, DUG Technology

2023 – 2024

Responsible for technology strategy, infrastructure operations and IT service delivery across multi-site operations in the UK, USA, Australia and Malaysia.

- **Strategic IT leadership:** Designed and delivered a new IT strategy and 2024 roadmap through global workshops and business analysis, aligning systems, processes, and priorities.
- **Programme delivery:** Unblocked and accelerated many stalled IT projects, including fast-tracking the deployment of USD \$7 million in immersion compute infrastructure to enable new product launches on schedule.
- **Infrastructure reliability & security:** Oversaw global infrastructure operations across multiple data centres and offices, ensuring availability, resilience and secure access to high-performance compute environments supporting critical workloads.
- **Team leadership:** Managed IT teams across the UK, USA, Malaysia, and Australia, actively participating in critical weekend data centre operations to lift morale and improve delivery.
- **Stakeholder engagement:** Strengthened communication across departments through regular leadership meetings and staff updates, improving alignment and transparency.
- **Budget & vendor management:** Oversaw IT budgets and negotiated USD \$18.2 million in compute procurement, achieving multi-million-dollar savings through vendor negotiation and specification refinement.

IT Chief of Staff, Wētā FX

2019 – 2023

Supported the CIO across strategic, operational, and governance areas for a 130 person IT division during a period of major growth and digital transformation.

- **Strategic IT leadership:** Partnered with the CIO to develop annual IT strategy and roadmaps aligned with business objectives and film production demands.
- **People & team development:** Created IT learning & development frameworks and platform, and ran summer internship programmes, improving capability and engagement across teams.
- **Change & innovation:** Consolidated multiple communications platforms into Microsoft Teams. Led adoption of Microsoft 365, SharePoint, Power Automate, and Power BI for cross-department digital workflows.
- **Data & reporting:** Supported the development of data & reporting capabilities of Microsoft Dataverse and of Power Platform & Power BI to improve decision-making.
- **Business continuity & remote work:** Spearheaded Weta's COVID-19 technology response, enabling 1,800+ staff to shift from onsite to remote work within days. Automated health declaration and vaccine pass systems for safe office returns.
- **Cyber security & risk:** Worked in InfoSec team with the CSO to assess security risks, improve staff awareness programmes, and strengthen our security posture.
- **Stakeholder communication:** Served as a key liaison between IT and department heads, facilitating IT and company-wide town halls, and driving collaboration between Wētā FX and sister companies.

Contact Details

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Location: London, UK

Industry Expertise

- Broadcasting & Media 13 years
- Visual Effects & Film 6 years
- Digital Communications 6 years
- Telecoms & ISP 3 years
- Start-Up 2 years
- Not-for-Profit 2 years

Core Capabilities

- Strategic IT Leadership & Road Mapping
- Programme & Project Delivery
- Stakeholder & Executive Engagement
- IT Infrastructure & Operations Leadership
- Cybersecurity, Risk & Compliance
- Budget & Vendor Management
- People, Team & Capability Development
- Service Management
- Digital Transformation
- Microsoft 365 Automation

Education & Training

- Master of Business Administration
- PRINCE2 v7 Practitioner
- PRINCE2 v7 Foundation
- ISO 27001 Foundation
- ITIL v4 Foundation
- Lean Process Improvement
- Diploma in Digital Marketing
- Falconry
- Advanced Microsoft SQL Server
- Advanced Checkpoint Firewall-1
- iNews Systems Administration
- Certificate in Business Computing

Languages

English Native
Spanish Intermediate (B1)

Infrastructure Project Manager, Wētā FX

2018 – 2019

Delivered large-scale infrastructure and migration programmes supporting film production and business operations.

- **Programme & project delivery:** Managed 100+ infrastructure and migration projects supporting production systems, including upgrades to 6,000 Linux servers and 2,000 desktops across global operations.
- **IT operations & support:** Provided guidance and coordination across a team of ~30 infrastructure engineers, ensuring service stability during high-pressure production periods.
- **Microsoft 365 & automation:** Served as Global Administrator, delivering productivity improvements across Exchange Online, SharePoint and Power Platform.
- **Stakeholder engagement:** Improved IT's relationship with production and operations teams through proactive communication and service alignment.

Operational Improvement Specialist, SKY

2011– 2018

- **Continuous improvement:** Partnered with all major departments to analyse workflows, identify pain points, and deliver operational and process improvements across the business. Reduced wasted effort across SKY's operations by over 300,000 staff hours per year, with major gains in media and broadcast operations.
- **Service management:** coached IT support teams in ITIL-aligned incident, problem and change management practices, significantly improving service quality and responsiveness.
- **Governance & service design:** Supported the service delivery management team in developing service catalogues, implementing SAFe (Agile), and improving reporting across service, incident, and problem management functions.
- **Vendor management:** Built productive relationships with technology suppliers, prioritising and resolving issues to maintain system performance and availability.

IT Consultant, Freelance

2011

- **Operational review & strategy:** Engaged to analyse and recommend improvements, focusing on efficiency, cost reduction and resilience in a live broadcast for UK TV.
- **Security remediation:** Led recovery of compromised websites and databases, implementing improved server and application security controls for BoostBase.

Head of Technology, myFairPartner

2009 – 2011

Owned technology strategy and delivery for a growing SaaS recruitment platform.

- **Technology strategy:** Developed and executed the company's technology strategy and architecture roadmap supporting platform scalability and business growth.
- **Team leadership:** Led distributed teams of architects, developers and testers across the UK and India using Agile (Scrum) practices.
- **Cloud migration:** Migrated office systems and SaaS platform from private infrastructure to scalable cloud environments, greatly reducing costs.
- **Business contribution:** Supported product development, client engagement, digital marketing and SEO, contributing beyond core IT responsibilities.

IT Operations Manager, Investis

2009 – 2010

Led IT operations for a digital communications business serving listed companies.

- **Global IT operations:** Managed infrastructure and database administration teams across the UK, India and Germany.
- **High-availability platforms:** Architected and supported resilient infrastructure for thousands of corporate websites and annual reports built on Sitecore .NET CMS.
- **Client-facing solutions:** Delivered a redundant, high-availability sales pitch platform supporting multiple CMS environments.
- **Stakeholder & client engagement:** Attended client meetings across the UK, providing technical leadership and solutions for organisations including Rolls-Royce, John Lewis Partnership, M&G Investments and Arriva.

How I Lead

- Integrity & Courage
- Empathy & Community
- Curiosity & Growth
- Creativity & Humour

Operating Style

- Calm under pressure
- Transparent communicator
- Evidence-led decision making
- Hands-on when it matters

Career Foundations

- **Senior Systems Administrator**
Investis
- **Systems Administrator & Technical Support**
CNBC Europe
- **Internet Systems Specialist**
Vodafone (Telstra CLEAR)
- **Technical Trainer & Network Engineer**
Emmanuel Ntreh & Associates
- **Internet Helpdesk & Admin**
iMax Onramp to the Internet

Community & Volunteering

- **Board Member & Secretary**
OuterSpaces Trust
- **Camp Companion**
Camp Quality Kids living with Cancer
- **Conservation Guide**
Auckland Zoo
- **Technology Consultant**
ProAid
- **Avian Support**
NZ Bird Rescue

Additional Information

- Full UK Driving License
 - Car
 - MotorScycle