

Craig Evans

Technical Director

Bringing clarity, pace, and AI-enabled efficiency to technology and delivery. I specialise in aligning platforms, teams, and delivery to business goals — leveraging AI and automation alongside core engineering practices to reduce complexity, improve stability, and drive operational efficiency, while bridging the gap between technical teams and the wider business.

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EXPERIENCE

Technical Director

Eleven Sports Media · 2021 — Present

- Leading technology strategy and delivery, ensuring platforms, products, and internal systems remain stable, secure, and aligned to business goals.
- Own technical direction across the product suite and internal infrastructure, with a focus on reliability, operational efficiency, and reducing manual overhead.
- Define engineering best practices, governance, and delivery frameworks for consistent, scalable outcomes.
- Drive practical adoption of AI and automation across the organisation, embedding AI into the software delivery lifecycle and streamlining internal processes.

Solutions Quality Manager

Körber Supply Chain · 2014 — 2021

- Led the function gathering customer requirements and defining product direction, working closely with the wider Professional Services team.
- Led a team of Consultants scoping, designing, testing, and implementing solutions.
- Owned Quality Analysis and Software Testing, developing processes that released products with zero defects for customers running business-critical, 24/7 operations.
- Led the creation of an internal product learning platform accessible to employees across 4 countries.
- Headed the UK COVID-19 response and back-to-office strategy as part of the management team.

Operations Controller

Voiteq · 2007 — 2014

- Built and led a 12-person technical team spanning solution design, testing, and implementation, after coaching a team member into a Support Manager role.
- Directly involved in recruiting, successfully hiring much of the team.
- Developed and strengthened processes including software development scheduling and server virtualisation, enabling faster solution testing.
- Part of the management team driving KPIs, new processes, and performance management schemes across the business.

Support Manager

Voiteq · 2003 — 2007

- Took on management of the growing support team, developing managerial skills while continuing to grow the team.
- Remained responsible for the company's IT network.
- Led the infrastructure move to new offices with minimal disruption to the business and customers.

Support and Systems Engineer

Voiteq · 2001 — 2003

- Supported a network of workstations and servers, administering Exchange, SQL Server, file backups, and the phone system.
- Delivered customer network installations end-to-end, from design through to router and firewall configuration.
- Developed and maintained Voiteq's secure internal and external customer websites.

Network Manager

Healds Day and Nite · 1999 — 2001

- Developed and maintained the head office network of desktops and servers.

IT Training and Support Officer

Healds Day and Nite · 1997 — 1999

- Responsible for the support, training, and development of systems and staff across the business.

FOCUS AREAS

Platform Strategy • AI & Automation • Engineering Governance • Reliability at Scale • Team Leadership • Quality Assurance