



Louise Mercer

Exceptional strengths in organising complex work, establishing effective relationships, creating strategic and operational plans, managing large numbers of people and change management. Louise has worked in the information and technology sector for nearly 20 years, with experience of local and regional councils, university libraries, central government in both the UK and New Zealand.

A strategic leader in information, data and technology, leading multiple teams and running complex programmes of change and improvement across an organisation. Louise is adept at resolving problems and applying people, process and technology in the most effective way to complete a piece of work and can work alongside senior stakeholders to achieve strategic outcomes. Louise is proficient at improving teams and systems to get the best outcome for the organisation and the people it serves.

Key Areas of Focus:

Information Security Management Assurance and Analysis

VCISO: Virtual Chief Information Security Officer Services.

VCIO: Virtual Chief Information Officer Services.

Information Management Services.

Research Assistance, Information Management and Security Accreditation Advisement Services.

ITSM: Information Technology Service Management.

Industry Experience:

Independent 2020 – 2022

CIO / Consultant

NZ Govt Dept of Conservation 2017 - 2019

Digital Service Assurance Manager

NZ Govt Dept of Conservation 2013 - 2016

IT Portfolio Manager.

Victoria University Wellington 2008 -- 2012

Client Services Manager

UK Govt Dept Work & Pensions 2005 - 2006

Finance Manager.

Education:



University of Durham

Master of Science (MSc) Historical Astronomy

Batchelor of Science (BSc) Physics, Astronomy (Honours).



University of Northumbria

Masters Library and Information Studies.