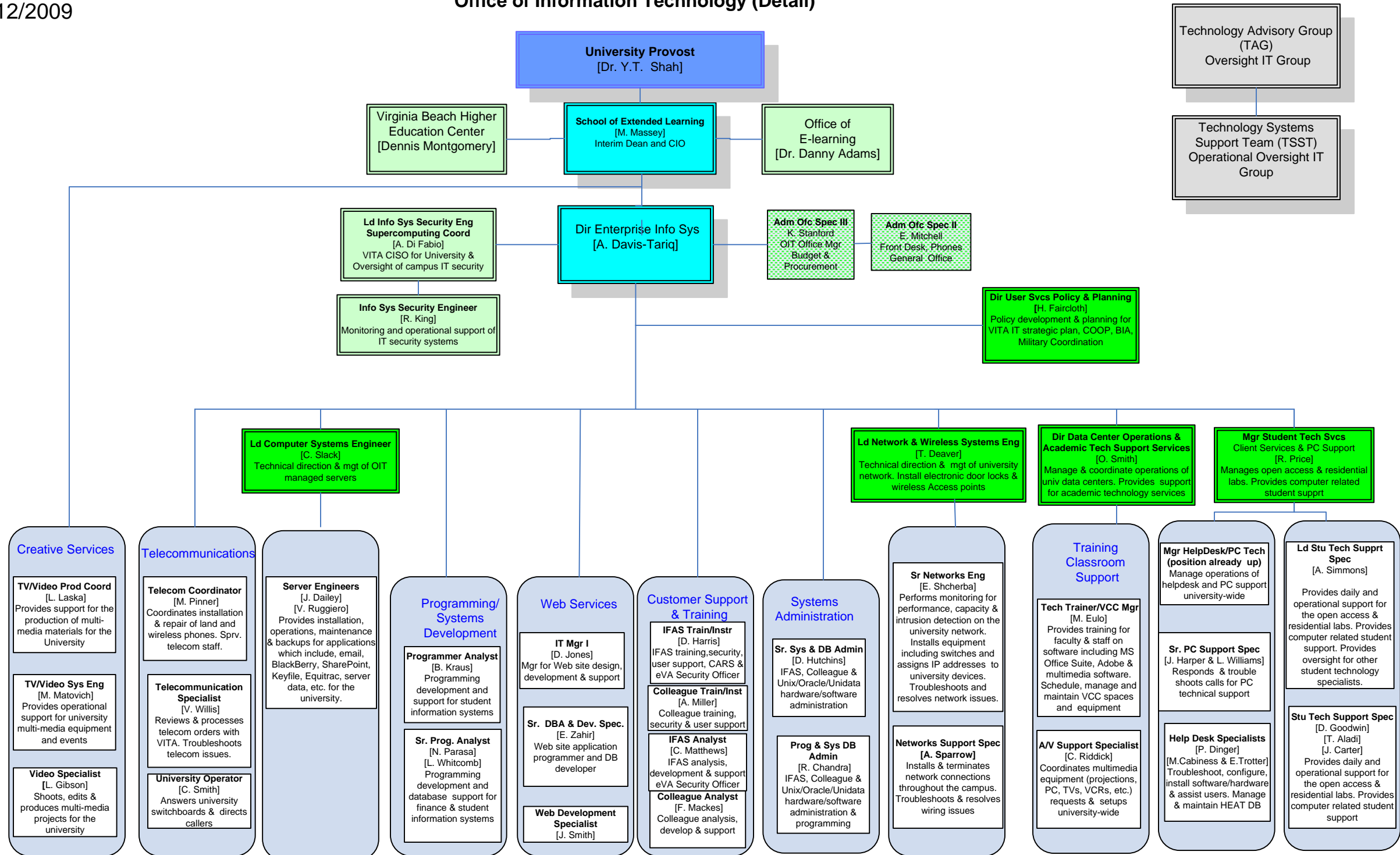


As of 05/12/2009

# School of Extended Learning Office of Information Technology (Detail)



Technology Advisory Group (TAG)  
Oversight IT Group

Technology Systems Support Team (TSST)  
Operational Oversight IT Group

**Creative Services**

**TV/Video Prod Coord**  
[L. Laska]  
Provides support for the production of multi-media materials for the University

**TV/Video Sys Eng**  
[M. Matovich]  
Provides operational support for university multi-media equipment and events

**Video Specialist**  
[L. Gibson]  
Shoots, edits & produces multi-media projects for the university

**Telecommunications**

**Telecom Coordinator**  
[M. Pinner]  
Coordinates installation & repair of land and wireless phones. Sprv. telecom staff.

**Telecommunication Specialist**  
[V. Willis]  
Reviews & processes telecom orders with VITA. Troubleshoots telecom issues.

**University Operator**  
[C. Smith]  
Answers university switchboards & directs callers

**Server Engineers**  
[J. Dailey]  
[V. Ruggiero]  
Provides installation, operations, maintenance & backups for applications which include, email, BlackBerry, SharePoint, Keyfile, Equitrac, server data, etc. for the university.

**Programming/Systems Development**

**Programmer Analyst**  
[B. Kraus]  
Programming development and support for student information systems

**Sr. Prog. Analyst**  
[N. Parasa]  
[L. Whitcomb]  
Programming development and database support for finance & student information systems

**Web Services**

**IT Mgr I**  
[D. Jones]  
Mgr for Web site design, development & support

**Sr. DBA & Dev. Spec.**  
[E. Zahir]  
Web site application programmer and DB developer

**Web Development Specialist**  
[J. Smith]

**Customer Support & Training**

**IFAS Train/Instr**  
[D. Harris]  
IFAS training, security, user support, CARS & eVA Security Officer

**Colleague Train/Inst**  
[A. Miller]  
Colleague training, security & user support

**IFAS Analyst**  
[C. Matthews]  
IFAS analysis, development & support  
eVA Security Officer

**Colleague Analyst**  
[F. Mackes]  
Colleague analysis, develop & support

**Systems Administration**

**Sr. Sys & DB Admin**  
[D. Hutchins]  
IFAS, Colleague & Unix/Oracle/Unidata hardware/software administration

**Prog & Sys DB Admin**  
[R. Chandra]  
IFAS, Colleague & Unix/Oracle/Unidata hardware/software administration & programming

**Sr Networks Eng**  
[E. Shcherba]  
Performs monitoring for performance, capacity & intrusion detection on the university network. Installs equipment including switches and assigns IP addresses to university devices. Troubleshoots and resolves network issues.

**Networks Support Spec**  
[A. Sparrow]  
Installs & terminates network connections throughout the campus. Troubleshoots & resolves wiring issues

**Training Classroom Support**

**Tech Trainer/VCC Mgr**  
[M. Eulo]  
Provides training for faculty & staff on software including MS Office Suite, Adobe & multimedia software. Schedule, manage and maintain VCC spaces and equipment

**A/V Support Specialist**  
[C. Riddick]  
Coordinates multimedia equipment (projections, PC, TVs, VCRs, etc.) requests & setups university-wide

**Mgr HelpDesk/PC Tech (position already up)**  
Manage operations of helpdesk and PC support university-wide

**Sr. PC Support Spec**  
[J. Harper & L. Williams]  
Responds & trouble shoots calls for PC technical support

**Help Desk Specialists**  
[P. Dinger]  
[M. Cabiness & E. Trotter]  
Troubleshoot, configure, install software/hardware & assist users. Manage & maintain HEAT DB

**Ld Stu Tech Support Spec**  
[A. Simmons]  
Provides daily and operational support for the open access & residential labs. Provides computer related student support. Provides oversight for other student technology specialists.

**Stu Tech Support Spec**  
[D. Goodwin]  
[T. Aladi]  
[J. Carter]  
Provides daily and operational support for the open access & residential labs. Provides computer related student support