

Flexible and adaptable contributor for executive-level problem solving:

- Determined IT costs, models, and services to create two new schools, two new colleges, and four new departments.
- Designed, articulated, and applied successful technical and cultural change plan that reduced security costs by 90%.
- Drove complete replacement of email, file, print, license, back-up, accounting, and other services on an aggressive timeline to reduce costs and improve efficiency and quality.

Growth-focused leader with solid budget control and scalable solution methodologies:

- Increased responsibility over 15 years managing 3%/year enrollment and 14%/year research revenue growth.
- Applied scalable lease and cost-recovery systems to ensure budget controls and consistent, high-quality service.
- Grew IT organization from 3 to 50 employees to help drive institution's mission.

Agile and creative problem-solver who blueprints and builds solutions for instruction, research, and business operations:

- Created cost-recovery model to eliminate production roadblocks and scale services.
- Created specialized service organization that manages 17 discipline-specific computer labs and improves quality.
- Oversaw the creation of innovative software solution used by Dartmouth and retained intellectual property rights.

PROFESSIONAL EXPERIENCE

UNIVERSITY OF NORTH TEXAS/COLLEGE OF ARTS AND SCIENCES, DENTON, TX

2009 - Present

Assistant Dean for Information Technology Services (ITS)

Provided academic administrative leadership for IT services in the largest, most diverse, and most productive college (75% of core courses and majority of scholarly activities and research revenue). The position led the planning, implementation, and development of Employee Computing Services, Student Computing Services, Premium Contract Services, and Infrastructure Services groups to achieve instruction, research, and public outreach objectives.

- Outperformed peers in cost-efficient service delivery compared with 16 professionally-selected national and 6 state competitors (better than 83% for faculty services and 100% on a per-computer basis). Delivered more services than 90% of study cohorts.
- Appointed by Provost to lead university "Information Technology Council" (40 multi-institutional academic and administrative users from many divisions, levels, and roles) to ensure IT services functioned and integrated well into the academic, administrative, research, and public service functions.

UNIVERSITY OF NORTH TEXAS/COLLEGE OF ARTS AND SCIENCES, DENTON, TX

1995 - 2009

Director, Computing Services

Supervised 40 employees delivering IT-related services to 13,000 faculty, staff, and students in 20 discrete buildings and was awarded "Outstanding Department." Managed \$2M/year in operational and \$8M in capital expenditures.

- Led and contributed to high-level standing and ad hoc budget, policy, research, instruction, and strategy committees.
- Led and contributed to University-wide analysis, design, procurement, and implementation of IT systems/services.
- Helped win and sponsor multi-department grants from internal and external funding sources.
- Ensured services met the needs of 25 very diverse instructional, research, performance, and business departments.

UNIVERSITY OF NORTH TEXAS/COLLEGE OF ARTS AND SCIENCES, DENTON, TX

1991 - 1995

Manager, General Access Computer Labs

Supervised 20 employees to create and manage computer labs to deliver instruction for 8,000 students and recognized as "Most Wired" by Wired Magazine. Procured, implemented, and managed IT services across four buildings.

- Led and contributed to College-wide analysis, design, procurement, and implementation of IT systems/services.
- Coordinated and developed policies and procedures to ensure uniform customer service amongst 11 disparate units.

UNIVERSITY OF NORTH TEXAS/COLLEGE OF ARTS AND SCIENCES/COMPUTER SCIENCE, DENTON, TX

1989 - 1991

Network Administrator

Designed, procured, implemented, and managed building-wide network and service delivery for 600 users.

EDUCATION

BACHELOR OF ARTS IN COMPUTER SCIENCES, UNIVERSITY OF NORTH TEXAS, DENTON, TX

1999