**Information Technology**

**Client Services**
Rob Ahern, Associate Director
Don Walls, Associate Director for IT Services at Law School

- Media Support Technician
  - Joshua Chandler

- Support Specialist
  - Russell Dobbins

- Help Desk Manager
  - Michael Boyce

- Desktop & A/V Technician
  - Aaron Butts

- Desktop & A/V Technician
  - Vacant

- Help Desk
  - Student Workers

**Infrastructure & Security Services**
Annette Short, Associate Director

- Administrative Assistant
  - Robert Fleming

- Senior Systems Administrator
  - Chris Healey

- Systems Administrator
  - Jack Dalesio

- Network Administrator
  - Paul Ferne

- Network Telecom. Technician
  - Randall Sims

- Network Telecom. Technician
  - Adam Fulmer

**Enterprise Applications**
Constanza Sands, Associate Director

- Programmer / Analyst
  - Sam Blaho

- Business Intelligence Lead
  - Melissa Sponseller

- Applications and Database Admin
  - Trisha Blast

**Client Services Team** is all about the end user experience, whether that be Student, Faculty, or Staff. This includes management of the Help Desk, University IDs, Classroom A/V technology, and all campus computers, including labs and public workstations.

**Infrastructure & Security Services Team** manages the integrity and security of the institution’s telecommunication, server, data center and networking infrastructure. Infrastructure services maintains and supports file storage, printing, email, voice mail, telephones, cable, user accounts, security cameras, Wi-Fi/Internet and on-premises/cloud-based services.

**Enterprise Applications Team** maintains and supports the Colleague Enterprise Resource Planning (ERP) software across Student, Human Resources and Finance systems, together with the ERP built-in myCap online interface, and data querying/reporting capabilities through Informer. The Enterprise Applications Team also supports data feeds and integration with Cloud systems such as Slate (Admissions), ACES (Admissions-Law), Perceptive (document imaging), Parchment (automated transcripts), 25Live (scheduling), eRezlife (Residence Life), Maxient (student conduct), Campus Labs (student success) and others.

*IT reports to the Vice President for Business and Finance*