

## **What we do: a document that answers the question...**

### **So what do all those people in the Houck Center for Information Technology (CIT) do, anyway?**

June 1, 2007

**John E. Bucher**

**Chief Technology Officer and Director of the Center for Information Technology**

**Irvin E. Houck Center for Information Technology**

**Oberlin College**

**Oberlin, Ohio 44074**

This document provides brief job descriptions for the current staff of the Irvin E. Houck Center for Information Technology at Oberlin College. It is intended to provide an overview of tasks and responsibilities, rather than a detailed description of each position.

The 34 staff members of the Center are currently organized into six groups: the Director's office, the Computer Sales and Service, Administrative Computing Services, Client Services, Networking, Operations, and Systems and the Oberlin Center for Technologically Enhanced Teaching (OCTET). As is the case in any information technology (I.T.) support organization, these groups necessarily work very closely to provide our campus with a broad range of I.T. services. It is quite common for one or more people from one group to be intimately involved in a project that "belongs" to another group. Good examples of this team effort are the synergistic work between Client Services and the Computer Store, the work that is shared between Administrative Computing Services and Client Services and Systems, and the close cooperation that is necessary from the networking and systems group in almost all projects.

## **Director's Office**

**John Bucher**

**Chief Technology Officer and Director of the Center for Information Technology**

John oversees all personnel, budgetary and operational issues of the Irvin E. Houck Center for Information Technology. He is also responsible for providing strategic planning and leadership in the major information technology initiatives at the College and does so by participating in the following committees: Information Technology Policy Committee (ITPC), the Administrative Computing Advisory Committee (ACAC), the General Faculty Educational Technology Committee (Ed. Tech.), and others. Additional specific responsibilities include: budget preparation and tracking; participation in routine management meetings; involvement in hiring, promotion, and salary recommendations for staff; oversight of daily routine expenditures; regular daily communication with other administrators, staff, students and faculty; the writing of reports and memos concerning all aspects of computing and information technology at the College; liaison activities with state, national and international associations such as OARnet, CLAC, EDUCAUSE, ACM and others; regular meetings with hardware, software, and service vendors.

John currently chairs the EDUCAUSE board of directors (4-year term through 2007). He regularly attends the EDUCAUSE annual conference, the fall ACM SIGUCCS User Services Conference, the CLAC conference, and several other state and regional meetings.

### **Barbara Winterich** **Secretary**

Barbara serves as Executive Secretary to the Chief Technology Officer and coordinates and provides general secretarial services to the Center for Information Technology staff. She responds to inquiries from faculty, staff, students and guests, screens telephone calls, receives visitors, sorts incoming correspondence, and maintains the schedule of the Director. She also coordinates and makes arrangements for staff travel and training, hiring and termination of student staff, payment requests, keys, building and equipment maintenance requests, purchasing requisitions, and telephone changes. Other duties include: creating and maintaining departmental files, including correspondence and contracts, personnel and salary records, departmental budgets, and student staff records; editing and proofreading correspondence and reports; attending weekly management meetings and taking minutes; maintaining an inventory of office supplies; overseeing maintenance and replacement of office equipment; acquainting new CIT staff with College and departmental procedures. Barbara receives and keeps track of College copyright infringement notices and sends email correspondence to the violator and judicial authorities. She also assists with personnel searches in the department, including advertising positions, receiving and acknowledging application materials, scheduling interviews, and completing R&A forms for new appointments.

### **Linda Iroff** **Director of Desktop Resources**

Linda supervises the Sales and Service group and coordinates special projects at the request of the director, especially those that involve the efforts of multiple groups within the Center (Client Services, NOS, the Computer Store, etc.). Examples of projects include campus-wide software upgrades, major upgrades or installations of equipment for the Center as well as other academic and administrative offices, investigations of new software and hardware technologies, etc.

She manages the Computer Replacement Budget and works closely with the Dean's offices of Arts and Sciences and the Conservatory and representatives in other divisions to provide desktop and laptop computers for all faculty and staff at the College. This includes consulting with individuals on their computing needs, making recommendations on hardware and software purchases, placing orders for new equipment, and organizing the efforts of other Center staff to see that new equipment is delivered, and older equipment recycled for use by others.

Linda works with the Sales and Service Manager of the Computer Store to set policies, procedures and pricing structures, and determine appropriate products to stock. They work together to determine proper inventory levels, process receipt of new inventory, and process departmental invoices. She manages the Computer Store student staff and staffs the Store when the Manager is not available, advising customers and processing sales.

Linda is also responsible for keeping up-to-date on the current and upcoming desktop technologies, and to relay pertinent information to those for whom it will be relevant. Other duties include: assisting the Client Services staff in providing technical support to end users;

working with the other managers to determine policies and procedures and to plan long and short-range strategies.

## **Computer Sales and Service**

### **Walt Owens**

#### **Computer Store Sales and Service Manager**

Walt manages the day-to-day operations of the Oberlin College Computer Store, and is responsible for the procurement of technology products for the campus. This includes customer service, problem resolution, ordering of technology equipment, receiving, pricing, billing, monthly inventory, handling return authorizations, management of the POS-IM point of sale system, and running our large annual computer back to school sale. He keeps close contact with our primary vendors: Apple, Gateway and D&H Distributing. This includes managing contracts with each vendor, negotiating pricing, and keeping abreast of new products and technologies relevant to the college environment. He also oversees the schedule, delivery, and set-up of new computers to the college faculty and staff offices by student employees that we hire and supervise. Walt manages Gretchen Higgins, the store accounts supervisor and the hardware maintenance technicians, Wayne Traster and Jim Vidovich. This includes approving the payment of all invoicing for the store and maintenance, customer service, dealing with service issues, training, repair decisions, and maintaining our vendor service authorizations. Walt is a member of the Campus Computer Resellers Alliance and serves on their Vendors in Partnership Committee and Council.

### **Gretchen Higgins**

#### **Computer Store Accounts Supervisor**

Gretchen oversees the management of accounting procedures and customer- and vendor-related paperwork for the Computer Store. Duties include tracking store inventory in spreadsheets and the POSIM accounting program, balancing the inventory, overseeing inventory, operations and maintenance budget lines, generating reports, processing monetary transfers for The Computer Store and for The Help Desk, customer billing, paying vendors, preparing special forms, data entry, file maintenance, store correspondence, requisition management, reconciliation of credit card sales, tracking payment for Maintenance services, monitoring software license and software maintenance contract renewal, staff vacation tracking and payroll entry.

Clerical operation support includes receiving visitors, routing phone calls, scheduling appointments, sorting and distributing mail, sending and receiving FAX transmissions, making copies, appropriating supplies for staff members and creating work orders for building and equipment maintenance. In addition, she is back up for Barbara Winterich, departmental secretary.

### **Jim Vidovich**

#### **Electronic Technician**

Jim performs a wide variety of desktop computer maintenance duties. These include: problem resolution at the user's site; memory installation on Windows computers and HP printers; repair and maintenance of all College-owned Gateway computers and HP LaserJet printers; Windows operating system upgrades and installation of application software; installation of miscellaneous

hardware such as optical drives, hard drives, network cards; upgrade of network cabling at user sites; formatting of hard drives; delivery of new printers; ordering and maintaining spare parts inventory; processing and shipping of orders; staying current with training to maintain technician certifications (authorizations by Gateway and Hewlett Packard); performing on-site warranty repairs; updating work order database; troubleshooting networking problems; coordinating vendor repair of equipment; working with vendors for product warranty reimbursements. He hires, trains and supervises student workers to assist in hardware maintenance duties.

### **Wayne Traster** **Electronic Technician**

Wayne performs all of the Macintosh hardware maintenance work, including problem resolution, diagnosis, repair, upgrades and hardware recommendations. Wayne oversees the department's stock of network cables, security devices, memory, hard drives, etc. He performs on-site warranty repairs, installation of repair parts, operating system installations, etc. He hires, supervises, schedules and trains student help to complete the mission of the maintenance department. He oversees the movement of hardware at various locations on campus and arranges for the disposal of old equipment, making sure that all data have been removed from the devices. Wayne is annually recertified by Apple, so that the College can maintain our warrantee and repair site status.

## **Administrative Computing Services**

### **Millie Modic** **Director of Administrative Computing Services**

Millie is responsible for planning and directing the work product of the Administrative Computing group. She coordinates the efforts of her group, which includes five A&PS positions, to ensure the administrative functional users on campus such as the offices of the Registrar, Admissions, Financial Aid, etc., have the technical support they need to effectively use their software products including Banner, Famis, Odyssey and others. She also plans and coordinates major software upgrades and enhancements to each of these products. Millie has served as the project manager for OPUS/OBOE projects and is the supervisor of any outside consultants working on administrative computing applications. As director she consults and advises the Director of CIT and other staff members on personnel, budgetary and software licensing issues. Millie also performs the duties of a senior analyst programmer by providing technical assistance and support for the human resources, payroll, student and admissions offices. She also serves as the back-up DBA providing database administration for the Banner database.

### **Joseph Barrile** **Senior Analyst/Programmer**

Joe's primary duty as analyst/programmer is the technical support of the BANNER Student system. This includes being the Registrar Office's main contact point for any technical difficulties they encounter, researching and solving problems, and providing them with additional processes or reports to carry out their jobs. He also provides technical support for the FAMIS system, BrioQuery reporting, and the Event Management System (EMS). He performs tasks as needed for Admissions, Financial Aid, Finance, CBORD, and Alumni Development.

**David Foos**  
**Senior Analyst/Programmer**

Dave provides the primary technical support for the Banner Finance, Financial Aid, and Admissions systems. This support requires the writing of custom programs, for both ad hoc and ongoing use; researching and solving system problems, which may also involve working with the software vendor; and evaluating new releases of the software, both to anticipate problems and to see that new features are properly implemented and used. He also provides backup support for the Accounts Receivable system, as well as support as needed for the remaining systems. Dave is also the analyst that works most closely with AppWorx, a software product used to schedule and run programs on a regular basis, and with Nolij Transfer, a software product used to load student admission applications.

**Cathe Radabaugh**  
**Senior Analyst/Programmer**

Cathe participates in the technical support of Banner, including: establishing and supporting desktop configurations for accessing Banner; developing interfaces between Banner and other administrative software; and implementation and support of desktop reporting and analysis tools. She also provides technical support for such other administrative systems as FAMIS (facilities work orders), CBORD (housing and dining assignments), and EMS (campus-wide event scheduling). She is also involved in the continuing support of small departmental database applications.

**Christopher Raspe**  
**Analyst/Programmer**

Chris's position provides the primary technical support for Raiser's Edge, the vendor software in Alumni Development. He works closely with the users of the system to answer questions, solve problems, provide desktop support, and implement seasonal changes. He also writes customized visual basic programs to enhance the user reporting tools. Future plans include training in Banner Finance and Financial Aid to provide backup support for those systems.

**Darrick Strange**  
**Database Administrator**

Darrick is the primary Oracle Database Administrator responsible for administering and monitoring production and test/development databases for the vendor supplied BANNER (administrative) and FAMIS (facilities management) software systems. Tasks include recovering the databases in the event of a system failure, identifying and resolving problems that impact system performance, maintaining database security, and responding to end-user problems as they occur. Additional responsibilities include installation of Oracle upgrades and patches, and ensuring the operational integrity of Oracle products with other system software. As the BANNER Administrator, he is responsible for adding and deleting user accounts, restricting user access to functional areas, maintaining system security, compiling vendor supplied forms and programs, creating and modifying Oberlin-specific forms and programs, and applying BANNER software releases and defect corrections. Darrick is the primary technical consultant for the BANNER Accounts Receivable module, and provides backup technical support for the BANNER Human Resources module.

# Client Services

## **Cindy Murnan**

### **Director of Client Services**

Cindy Murnan provides overall management and leadership for the Client Services team, which is responsible for providing all aspects of client support, including operation of the CIT Help Desk, support of faculty and staff desktop and laptop computers, support of public and departmental computer labs, and support of student computers in the residence halls. In this regard, she supervises a staff of six A&PS personnel and one AA staff member.

Cindy has overall responsibility for student staff members, who help Client Services augment its capabilities by functioning as Residential Computer Coordinators, Student Computing Services Center Consultants, Remote Site Monitors and Help Desk Consultants, providing support in the residence halls, Student Computing Services Center, computer labs, and the Help Desk. Her efforts include interfacing with other CIT groups to coordinate events (upgrades, modifications, etc.), and interfacing with clients (faculty, staff and students) to resolve problems and to identify issues and concerns.

Cindy is also responsible for resolving account issues (password changes, e-mail quotas, student organization account approval), software management (procurement, license tracking), development of web forms (food fines, annual faculty IT requests), development and updating of the CIT "Supported Hardware/Software Policy", and development and updating of the "Policy for the Acceptable Use of Information Technology Resources". She is responsible for developing and updating the CIT web site and has overall responsibility for the CIT Wiki. She regularly gets involved with security issues and investigations, functioning as the first-level point-of-contact with the Safety and Security Department for computer-related incidents. She provides backup support for the Service Building main server and backup server, and the Client Services server. She also plans and schedules Client Services summer projects and ensures coordination with Conference Services personnel to provide computer resources to summer program attendees.

In addition, Cindy develops and gives presentations at New Student Orientations and Admissions Tour Guide Orientations. She has frequent interaction with other CIT personnel and groups (Director, NOS, ACS, Computer Store), clients, personnel from other departments, and vendors. She chairs weekly meetings with the Client Services group and representatives from other CIT groups (NOS, ACS, Computer Store). She is often called upon to participate in projects that require input from a client-services perspective, such as the Academic Commons Project and the development of the College's copyright policy.

Cindy regularly attends, and often presents at, the Special Interest Group on University and College Computing Services (SIGUCCS) Fall Conference, and routinely attends the Computer Services Management Symposium (CSMS), and the Consortium of Liberal Arts Colleges (CLAC) conference. She has also been heavily involved with A&PS Council and various A&PS committees.

## **Chester Andrews**

### **Client Support Analyst**

Chester Andrews functions as a Client Support Analyst, responsible for troubleshooting and resolving the most complex hardware, software, and networking issues. He also regularly installs and troubleshoots many software and hardware products, and researches new products. He supports hardware and software on both the Macintosh and Windows platforms. He performs Macintosh operating system upgrades for faculty and staff. He spends a considerable amount of his time in performing onsite "service calls" for specialized computer problems for faculty and staff computers throughout campus.

As part of his primary duties, Chester supervises the College's Residential Computing Coordinators (RCCs), approximately 15 student staff members trained to resolve computer problems throughout the residence halls. Chester hires and trains these students, supervises their work, and guides and counsels them. Chester functions as an important part of the delivery of the residential network services (Resnet). He works closely with the Networking staff to define and resolve difficulties and maintains the Resnet web pages.

Chester also coordinates backups for 200+ administrative computers on campus, maintains a Macintosh OS 10.x server for the Client Services group, and administers and maintains two FileMaker Pro servers used by numerous departments. He coordinates the College's campus-wide license for virus protection and maintains web pages for all software downloads, which involves continuous updating of the necessary virus protection definitions.

Chester is the lead analyst in researching new developments in hardware and software. He tests new equipment and provides recommendations for software and hardware configurations.

Chester fills in as the acting director of Client Services when necessary. He is heavily involved in providing recommendations on policy. He interacts daily with other CIT staff members, as well as faculty and staff throughout campus. He regularly attends meetings of the Ohio Macintosh Lab Managers group, the annual Resnet Symposium, and the Great Lakes College Associations technology conference, known as GLITTER. He also occasionally attends the fall conference of the Special Interest Group on University and College Computing Services (SIGUCCS) and the Consortium of Liberal Arts Colleges (CLAC) annual conference.

## **Lisa Godbolt**

### **Client Support Analyst**

Lisa is primarily responsible for all facets of support for Windows desktop computers on campus, including public and private labs, faculty and staff desktops, and specialized servers. In this role she specifies, orders, investigates, and implements a wide variety of WINTEL software and does what is necessary to make it available to faculty, staff and students. She works closely with other staff members of the Center, and in particular, works with the networking staff to assure that the software works properly in a client/server arena. A great deal of her time is spent in the preparation of software offerings in the public labs.

Like the other members of Client Services, she takes care of a large number of work orders and participates as a team member in several meetings and on internal CIT committees. In addition, she investigates training opportunities for software support, reviews technical documentation, and develops online training material and documentation. She functions as the CIT liaison to

the Conference Services Department for summer programs and works with the Director of Desktop Resources to determine the schedule and products for necessary equipment upgrades. Lisa also routinely attends the SIGUCCS Fall Conference.

### **Fred Lowery** **Client Support Analyst**

Fred is primarily responsible for all facets of support for Windows desktop and laptop computers on campus, including public and private labs, faculty and staff desktops, and specialized servers. In this role he specifies, orders, investigates, and implements a wide variety of WINTEL software and does what is necessary to make it available to faculty, staff and students. He works closely with other staff members of CIT, and in particular, works with the networking staff to assure that the software works properly in a client/server arena. A great deal of his time is spent in the preparation of software offerings in the public labs, including the development of lab images. He also serves as the primary technical liaison to the Library's Information Technology support team.

Like the other members of Client Services, Fred takes care of a large number of work orders and participates as a team member in several meetings, including the weekly Client Services meeting, and on internal CIT committees. In addition, he reviews technical documentation and investigates new technologies. Fred also routinely attends the SIGUCCS Fall Conference.

### **Shon Martin** **Departmental Support Specialist**

Shon Martin is primarily responsible for providing all computer support for the various departments and staff members in the Service Building, including the Controller's Office, Human Resources, Facilities Operations, Purchasing, Printing Services, and the Telephone Office. His support incorporates troubleshooting and problem resolution for Macintosh and Windows computers, network connectivity, printers, and other peripheral devices. Shon also administers and maintains several servers including a Macintosh OS X file server and a backup server, supporting approximately 120 clients. In addition to the clients in the Service Building, Shon provides critical backup support for all computers in CIT and in the Cox Administration Building. In this regard, he is one of two Retrospect backup administrators, maintaining three Retrospect systems, supporting approximately 300 clients in total.

Shon provides regular training and information to other members of Client Services who support him as backups. He works closely with other CIT staff to ensure computers are deployed and installed in a standard way. Shon also supports some non-standard items in the Service Building, including unique Printing Services systems, a fuel metering system, a database in the Controller's Office, and some governmental accounting software. He works closely with the manager of Financial Information Systems and others to support Banner and other software and procedures. He also provides primary support to Student Academic Services for administration of Learning Assistance software applications.

Like the other members of Client Services, Shon takes care of a large number of work orders (including those dealing with Macintosh, Windows, UNIX and Linux operating systems) and participates as a team member in several meetings, including the weekly Client Services meeting, and on internal CIT committees. In addition, he reviews technical documentation and investigates new technologies. He has daily contact with other members of CIT, as well as

faculty and staff throughout campus. He regularly attends the Special Interest Group on University and College Computing Services (SIGUCCS) Fall Conference.

### **Scott Saluga** **Client Support Analyst**

Scott Saluga manages and supervises CIT student staff members. This incorporates supervision and guidance to approximately 30 students annually who function as Student Computing Services Consultants and Remote Site Monitors. In this role, he presides over the hiring, training, scheduling, advising, counseling and conducting of performance reviews.

Scott has primary responsibility for the setup and administration of the Macintosh labs, including development and administration of the lab management software, RADMIND, and preparation of all required software applications. In addition, Scott supports client hardware and software on the Macintosh and Windows platforms. He performs installations and troubleshooting of software and hardware products and researches new products. Scott also creates, updates, and maintains all laptop loaner images for the Help Desk, Computer Store, and all Libraries. As a troubleshooter, he enters and completes a large number of work orders in the CIT Footprints work-order tracking system. He is a primary point-of-contact for dealing with spyware and virus issues. Scott also assists in the setup and installation of Retrospect backup software for campus-wide backups.

Scott is the main CIT trainer, providing training to faculty and staff on the Macintosh OS X operating system and other software applications, as needed. He maintains FileMaker Pro databases for the student staff, and well as other documentation to enhance their productivity. He works closely with other staff members of CIT, and in particular, works with the Help Desk, Client Services and Computer Store staff to assure that computers and software work properly for clients (faculty, staff and students).

Scott attends the weekly Client Services meetings, and has daily contact with other members of CIT, as well as faculty and staff throughout campus. He routinely attends the Fall Conference of the Special Interest Group on University and College Computing Services (SIGUCCS). He also regularly attends the Ohio Macintosh lab managers meeting, scheduled several times throughout the year to keep informed of new developments.

### **Leslie Worcester** **Client Support Analyst**

Leslie is primarily responsible for providing Macintosh computer support for faculty and staff office computers, working on all manner of applicable work orders to troubleshoot and resolve technical difficulties. Leslie works with the software application RADMIND, used to maintain all the Macintosh labs on campus. She reviews technical documentation, investigates new technologies, and assists with the development of new images for Macintosh computers. Leslie works with other personnel throughout the department, as well as in other departments on campus, to troubleshoot and resolve all types of technological problems and issues.

In addition, Leslie provides second-level analysis and support for computer problems brought to the CIT Help Desk, including problems with faculty, staff, and student computers. She is the main developer and administrator of the Footprints Asset Tracking module. She provides input to the CIT Wiki.

Leslie has daily contact with other members of CIT, as well as faculty and staff throughout campus. She attends the weekly Client Services meetings and routinely attends the Fall Conference of the Special Interest Group on University and College Computing Services (SIGUCCS). She also regularly attends the Ohio Macintosh lab managers meeting, scheduled several times throughout the year to keep informed of new developments.

## **OPEN**

### **Help Desk Coordinator**

XXXXX is responsible for the day-to-day operation of the CIT Help Desk. XXX schedules and supervises approximately twelve student staff members throughout each academic year, as well as two student staff members during the summer months, who function as Help Desk Consultants. XXX assists in hiring, training, scheduling, and guiding these students. XXX directly ensures that all e-mail messages sent to the Help Desk e-mail address, [consult@oberlin.edu](mailto:consult@oberlin.edu), receive a correct and helpful response in a timely manner. XXX handles all voicemail received by the Help Desk. XXX personally troubleshoots problems, provides assistance, and answers technical and general questions over the phone, while also greeting and attending to Help Desk walk-in clients. XXX assists in the administration of the Help Desk Automatic Call Distribution (ACD) System. XXX creates work orders, based on needs, and tracks all work orders performed by CIT staff using the Footprints Work-Order Tracking System, while also assisting with the administration of the Footprints system itself. XXX is one of only a few selected individuals who can resolve account issues, including password changes. XXX helps to moderate and administer the CIT Wiki and CIT Staff Wiki. XXX also develops technical support documentation for these wikis.

XXXX is responsible for ensuring the accurate troubleshooting of all problems directed to the Help Desk and providing competent assistance with networking, hardware, and software issues. XXX ensures that the Help Desk is the main repository of information regarding any unscheduled downtime or loss-of-service events, and monitors work orders for all groups within CIT. XXX facilitates the repair of Macintosh, Windows, and printer hardware and works closely with the maintenance staff to make sure that users' questions and concerns are addressed. XXX also collects payment for all repairs facilitated by the Help Desk.

As Help Desk Coordinator, XXXX interacts with all members of CIT, as well as faculty, staff and students. XXXX attends weekly Client Services Meetings and works closely with other members of CIT to resolve issues and coordinate Help Desk policy and procedures.

# Networking, Operations, and Systems

## **Barron Hulver**

### **Director of Networking, Operations, and Systems**

Barron Hulver manages a group of five A&PS and three AA people responsible for the planning, installation, operation, and continuous improvement of middleware, networking, operations, systems, and network security within CIT. He develops strategic plans, oversees major projects, and supplies project budgets to the Director of CIT.

The group is responsible for a wired network connecting over 80 buildings on campus, a wireless deployment covering about one-third of the campus, the Internet connection, VPN, and data traffic for control systems, card-swipe systems, and security cameras. The group is also responsible for many servers supporting important IT services for the College such as ERP, e-mail, calendaring, wikis, license servers, patch maintenance, monitoring, storage, backups, and web services. The operations group handles day-to-day activities for user accounts, backups, networking support, data entry, and an 1,800 square foot data center. Network security is currently shared among everyone in the group and covers networking, centralized servers managed by CIT, and centralized directory services. The group collaborates with Client Services in several areas including network security, server administration, and general user support issues.

## **Karen Arcaba**

### **Production Services Supervisor**

Karen is the senior person in the Operations section, and as such, has full responsibility for production scheduling, data control and integrity of production. This job also entails ordering, inventory and operating the computer when necessary. She interacts daily with other administrators, staff, students and faculty to ensure the integrity of their requests, and resolves any problems that might arise and uses FootPrints to track work orders that involve the Cable Co-op network. Karen keeps informed on some aspects of Sandy's position such as nightly backup tapes so she will be able to fill-in during Sandy's absences. She also is a backup for the Security Tape System. Karen tracks supplies for various projects within CIT. She will periodically assist with collecting server information such as hostnames and locations and enter into Excel. She has used Visio to draw work flow charts for operational procedures. She receives all equipment orders and sends out any RMAs for the Networking group.

## **Sandy Kanuch**

### **Systems Operator/Technician**

Sandy handles many non-automated account maintenance activities including creating e-mail accounts (notifying the applicant with their username and initial password via campus mail) and removing e-mail accounts (based on a notification process, once she receives the separation notice from Human Resources) while notifying CIT and HR staff of the status of accounts. She also creates and removes Novell accounts, web accounts and Listserv accounts. She keeps a spreadsheet to track all of these accounts. Sandy also changes passwords for accounts in the mail server, web server and Novell system when necessary.

Sandy will assist staff in a number of backup and restore activities. She will do file restores for student and administrative e-mail accounts using our Enterprise backup solution (Legato

NetWorker) and can help with special backups and restores for the departmental backup system (Retrospect). Every three months (usually on the second Sunday of the month) she does a special (Level 0) backup of the administrative server that handles Banner functionality. Sandy oversees the nightly and monthly backups, along with off-site storage of backup tapes.

She makes updates to the Domain Name Server (correlating system hostnames to IP numbers) and to the centralized directory server (LDAP) for email address book names and name changes. Sandy sets-up departmental printers, sometimes coordinating with the department secretary to re-use IP addresses. She enters printers in the DHCP server. She is one of the contacts for IP assignments for Blue Technologies Konica copier/printers. She writes/revises procedure documents on most of the duties for the Computer Operator/Technician.

She serves as the contact person when Security wants to view the tapes from security cameras located in the Science Center and in Mudd Level A and will transfer copies of photos to a CD for Security.

Sandy runs production jobs for various departments and prints special forms (labels, cards, etc). Sandy assists Karen Arcaba with the distribution of reports, which sometimes involves bursting and decollating. She, along with Karen, does data entry for various departments including data entry for the student and hourly payroll systems. Sandy keeps informed on aspects of Karen's position so she will be able to fill-in during Karen's absences.

### **Bob Hoban** **Network Technician**

Bob is the primary resource for a majority of the networking related work orders that come through the CIT Help Desk and other sources. He helps in resolving IP conflicts and assists the network administrator in troubleshooting problems that have an effect on the overall performance of the network. He repairs existing and new installations of fiber optic cables. He is responsible for new installation and the maintenance of the network-cabling infrastructure. He uses vendor-supplied software to monitor daily network operations. As needed, he resets, reprograms or replaces faulty equipment. He is responsible for the pre-installation, site surveys, setup, and deployment of the wireless network equipment. Once installed, he is responsible for the post-installation survey, monitoring, and maintenance of the wireless equipment to provide optimal coverage. Bob monitors, sets up, upgrades firmware, and resets/reprograms the security camera multiplexers and their network interface devices as needed. He provides the initial assembly and site-specific programming of the network switches for the College. Bob is responsible for the newest firmware releases, and coordinates these installations. He creates documentation for informational and installation purposes as required. Bob participates either as the lead person or an assistant for the networking summer projects and service upgrades as required. Bob is responsible for the daily contact with and duty assignments of the networking student assistants.

### **Jeff Miller** **Computer Systems Manager**

Jeff is one of the Computer Systems Managers at the Center. In this role, he is responsible for technical administration and operating system support (Solaris) of the larger centralized

computer systems. Servers which fall under his responsibility include the Oberlin College primary and secure web servers, the college administrative SCT Banner server, the primary and secondary web servers providing the GUI user interface to the SCT Banner server, and the web server that powers Presto. He also shares technical administration responsibility for the Storage Area Network (SAN disk) system, and the three servers that comprise the LDAP directory service for Oberlin College. In addition to handling day-to-day issues that arise in the computer environment, Jeff handles broader issues of software licensing, system security, data integrity, disaster recovery, and long-term hardware/software planning. He works closely with Jane Zuzek and the Networking staff in the planning and implementation of new equipment and software. Likewise he works closely with the Administrative Computing Staff coordinating system updates, changes, and fixes as needs arise within that group.

### **Jane Zuzek** **Computer Systems Manager**

Jane is one of the Computer Systems Managers at the Center. In this role, she is responsible for technical administration and operating system support (Solaris) of the larger centralized computer systems. Servers that fall under her responsibility include the mail server (and spam filtering), the domain name servers (which allow computers to recognize each other by name), and application servers (including MeetingMaker, Footprints, LDAP directory services, server backups). Jane shares support duties regarding the SAN (Storage Area Network, i.e. central data storage) with others in the Networking and Systems group. In addition to addressing day-to-day issues that arise in the computer environment, Jane handles broader tasks of software licensing, system security, data integrity, disaster recovery, and long-term hardware/software planning. She works closely with Jeff Miller and the Networking staff in the planning and implementation of new equipment and software.

### **Nathan Broome** **Network Administrator**

Nathan has responsibilities in the areas of both Intel based server operations and networking. He is responsible for CIT's centralized file servers, which primarily reside on a fully redundant Novell server cluster connected to Oberlin's SAN (Storage Area Network). Included in these services are general file services, Stulocker, Stafflocker, iPrint and Web file access through NetStorage. Nathan also manages Novell directory security and identity management, as well as a number of Windows based services, including the campus wide Windows security patch management solution. He is responsible for most aspects of campus printing, including Faculty/Staff printing and the Pharos system. Nathan also researches, tests, and deploys new technology as needed to improve Oberlin's computing environment. General networking responsibilities include network troubleshooting, analysis, design, and forward-planning considerations. He develops customized applications as needed for use in testing and supporting end user needs. Nathan is one of three network administrators and provides backup for the other network administrators as needed. He also manages the spam filter, and acts as a liaison to ResEd in the management of the campus One Card server.

## **Cal Frye** **Network Administrator**

Cal is responsible for networking security, access control, and bandwidth management, coordinating with other network administrators and systems managers where needed with account maintenance and directory support. These services include the Packetshaper, Cisco Clean Access systems and other authentication servers, and network monitoring and intrusion detection systems. He assists with the installation, maintenance, and operation of Wintel servers, with primary responsibility for terminal services and software license managers. In addition to handling day-to-day issues, Cal handles broader issues of software licensing, system security, data integrity, disaster recovery, and long-term hardware/software planning. Cal is one of three network administrators who are responsible for supporting the response and assistance for network maintenance and trouble resolution. He participates in the overall network system forward planning, design, and implementation, and provides backup for the other network administrators during their absences and vacations.

## **Art Ripley** **Network Administrator**

Art is responsible for the day-to-day functioning of the College data network; including fiber and wire cables, bridges, routers, switches, wireless hubs, wireless bridges, wireless routers; and the monitoring and maintenance of this equipment. He is also responsible for other systems necessary to the ongoing function of the network system including the multi-console server access system, the UPS system, and the machine room environmental control system. He coordinates with the Client Services group and provides video security surveillance for their lab facilities as well as the central network and computing equipment. He coordinates with the College telephone supervisor to maintain proper links to the telephone system. He provides the "first response" for all problems and alerts, decides the disposition (wait, respond himself, notify the necessary personnel) and follows up as necessary. Art is one of three network administrators who are responsible for supporting the response and assistance for network maintenance and trouble resolution. He supervises student help to provide assistance to the network group. He participates in the network system forward planning, design, and implementation, helps coordinate the ordering of network products and assist in the scheduling of their installation and integration into the network system. He provides backup for the other network administrators during their absences and vacations.

During the absence of the NOS Director, he is responsible, together with a system manager, for monitoring time sheets, PO's, and invoices.

## **Oberlin Center for Technologically Enhanced Teaching (OCTET)**

### **Albert Borroni** **Director of OCTET**

The main role of the director is to coordinate the actions of our division so that we most effectively support faculty teaching and student learning through the use of technology. This is done by making sure that the staff is being asked to work toward their strengths and that workload is distributed appropriately.

The director himself works with outside organizations to facilitate access to professional development opportunities for our faculty, investigates the best mechanism for implementing new technologies and/or pedagogical approaches, coordinates with various committees and offices on campus interested in related areas e.g. Committee on Teaching, Educational Technology Committee and acts as the Coordinator/Manager of Oncampus Portal (including our course management system). The latter duty has occupied much time because of the need to interact personally with many organizations around campus. He has also been very active in the past in creating web-based applications for specific faculty needs e.g. short essay app for class of 100, digital assets management software for categorization and display of ethnographic collection.

**Nate Daniels**  
**Systems Administrator**

Nate's primary duties surround supporting the needs of the Computer Science Program. He is the administrator of two servers and two computer labs. The labs are dual boot (Linux/Windows) and require the creation of accounts and the management of various applications including MatLab, NEURON and Maya. He is also very busy assisting with the upkeep and running of our >64 node parallel computing cluster. Additionally, Nate is the point person for the management of the automated integration of our online, on-campus portal system with BANNER. He also spends time investigating the use and potential implementation of relevant technologies.

**Forrest Rose**  
**Instructional Technologist**

Forrest's primary responsibility is to support the departments and faculty housed in the Science Center, but he also provides support for other departments as needed. His duties include setting up research computers, managing the maintenance of shared equipment such as the confocal microscope, large format printer, and the gel electrophoresis machines in Biology. He also spends much of his time assisting faculty with their pedagogy. He has been particularly busy educating faculty and staff on the many uses of our improved course management system (Blackboard). To this end he has been consulting with individual faculty discussing mechanisms by which they might better achieve their pedagogical goals. He also spends time proactively investigating the use and potential implementation of relevant teaching techniques that may or may not involve the use of technology.

**Brenda Hall (1/4 FTE)**  
**Departmental Secretary**

Brenda spends much of her time triaging phone, mail and email questions that involve the use of our equipment (laptops, scanners, camera), our course management system and other inquiries. She is also responsible for sending out and collecting mail, filing, typing, ordering supplies, reconciling budget, and coordinating and making travel, lodging and registration arrangements for staff that are traveling and for individuals that are visiting Oberlin. In addition Brenda takes care of our student staff in that she schedules them and manages their time cards. She is also the point person when it comes to coordinating and making arrangements for on-campus workshops. She is also doing some website maintenance and scanning of classroom documents (usually for posting on Blackboard).