

INFORMATION SERVICES
Staff Functionality Flow

Responsible for application and technology leadership. Provide standards and direction for stable growth and maintenance of technology platforms and services.

Systems Analyst – Technology	Systems Analyst – Technology	IT Security Analyst / System Administrator	Systems Analyst – Application	Systems Analyst - Application
Boaz Carmi	Hank Eggers	Tim Nguyen	Mike Kessler	Vacant
Network Systems	Server OS	Information Security	Banner Development	Banner Development
Network Administrator	System Interfaces	System Administrator	Oracle Development	Oracle Development
AC Wireless	System Administrator	System Security	Self Service Apps	Interface Solutions, Workflow

Responsible for project and staff assignments. Provide needed coordination of resources for new technology and maintenance of existing services.

IT Project Leader Application Services	IT Project Leader Application Services	IT Project Leader Application Services	IT Project Leader Web Services	IT Project Leader Technical Support
Allan Abutin	Jason McPheron	Richard Oberlin	Brad Rippe	Peter Teipe
Program Analysis Interface programs design & support	Program Analysis Interface programs design & support	Program Analysis Interface programs design & support	WebSTAR, Mobile and Portal Maintenance and Development	Technical Project Leadership
Banner HR ACA Time & Attendance	Banner Student DegreeWorks	System-wide Banner & Library Support	Chair of WebSTAR Committee	Telecomm Standards/RFI Responses
Hyland OnBase	SSSP Clearinghouse	User Reports/Design	Coordination with Campus Webmasters	Disaster Recovery Data Backup
APEX	Blackboard Snapshot	User Training Standards	Development, design, support for self-service applications	Technical Training Standards
	Website Interface	IT Specialist Staffing Allocation	ID Sync to AD maintenance	Office 365

IT Specialist Systems Applications	IT Specialist Systems Applications/ IT Project Leader	IT Specialist Network	IT Security Analyst/ System Administrator
Lance Aponte	Chris Taylor	Quamrul Shahid	Sami Orellana
Argos Reports	SQL Routines	Network Systems	Information Security
Support for project leaders	Data Warehouse Project	Network Administrator	Systems Administrator
User Documentation - Training	Banner Mods / Argos Reports	AC Wireless	System Security
Financial Aid assistance	Fin Aid Module/Upgrades	SQL Database	AD Support
myGateway Assistance	MAPPER Support		
	Code interfaces to Banner		
	User Documentation - Training		

Responsible for coordination of customer needs for direct support. Provides second line customer support. Provides interaction between staff and customers.

Data Quality Analyst	Training Coordinator
Hani Amin	Philip Lau
Mgmt Information Systems (MIS)	User Training
User Documentation/Training	User & Technical Documentation
Chair Research Team	User Communications
Data submissions to external agencies	Social Media
Mandated Reporting (MR)	Website
Interface support	Project Coordination

Responsible for direct service for customer needs on exiting systems. Provides first line customer support. Provide support for network and desktop systems.

IT Technician II	IT Technician II
Devin Griffith	Gary Schneider
LAN Support	HP Support
Telephone System Repair	System Backups
Videoconferencing	Production
Desktop Support	Desktop Support
Service Desk 1 st line	Service Desk 1 st line
User/Technical Documentation - Training	User/Technical Documentation - Training

