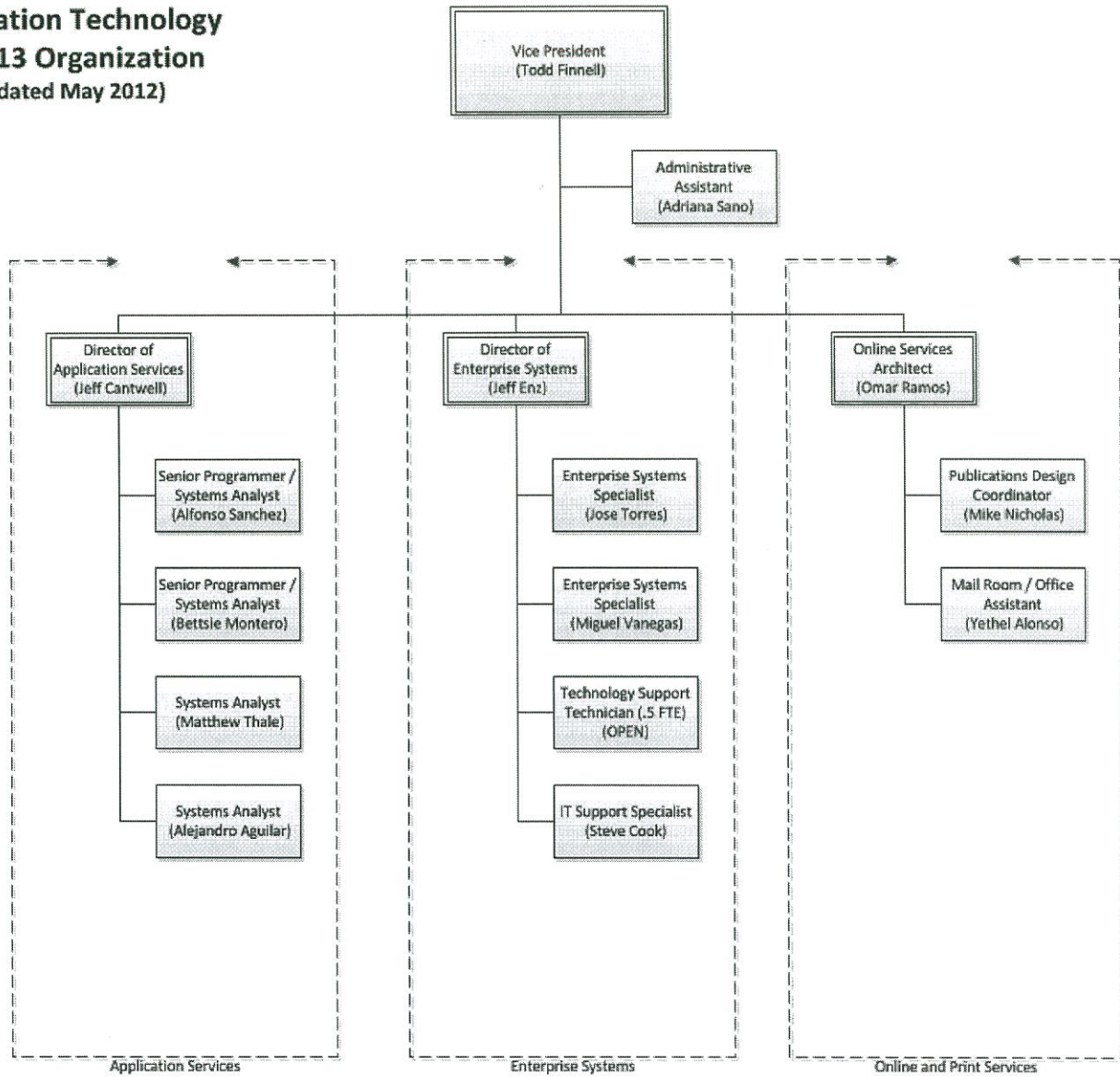


Information Technology
2012-13 Organization
 (Updated May 2012)



Responsibilities Matrix for Information Technology

Sources: Job Descriptions; Technology Support Index; Other Documents

Application Services Jeff Cartmell - Director	Enterprise Systems Jeff Eriz - Director	Online Services and Print Management Omar Ramos - Director/Architect
Supervision & Management of Application Services Staff	Supervision & Management of Enterprise Systems Staff	Manage and Maintain Official IVC Web Presence(s) Content Filtering and Monitoring
Banner DBA	Phone System Administration	Identity Management
Banner Implementation and Support	Data Center Administration	Student Email and Application Services (live@EDU)
Business process support for Human Resources	Network Planning and Security	Web Applications
Business process support for Admissions & Records	Network Management and Administration (Wired/Wireless)	User Community Management
Business process support for Instruction Office	Documentation	Documentation
Business process support for Counseling	Workorder Management (Sys Admin & Enterprise Systems)	Student and Community Communication Systems
Business process support for Business Office	Remote Access (VPN) Administration	Collaboration, File Sharing, and Web Publishing
Business process support for Financial Aid	Patch Management (Desktops and Servers)	Workorder Management (Web Development)
Data Warehousing and Reporting	Active Directory Administration	Secure Authentication, Authorization, and Provisioning
Documentation	IP Address Administration	LMS Support
System Administration (Banner)	CENIC/VTA Connectivity	Home Use Program
Degreeworks server and administration	DNS Administration	Reprographics
Document Imaging server and administration	Firewall Administration	Print Services
MIS term and annual data submission support	Network Monitoring and Diagnostics	Copy Services
VTEA data submission support	Cable Plant Management	Application Training and Support
Banner Midtier servers – INB & Webstar	MS Exchange Administration	
SARS server	Server Virtualization	
Accuplacer support	Data Backup and Disaster Recovery	
CCCApply support	Storage Area Network (SAN)	
Student Clearinghouse	Mobile Device Integration with Enterprise	
HigherOne support	Fax Services	
Official Payments support	SPAM Filter Management	
Workorder Management (Application Services)	End User Support	
	Emergency Notification Systems	
	Computer Imaging	
	Campus Computer Lab Support	
	Anti-Virus Administration	
	Desktop Computing Support	
	IP Camera Systems	
	Digital Signage	
FTE Count = 5	FTE Count = 4.5	FTE Count = 3
Director (1)	Director (1)	Online Services Architect (1)
Senior Programmer/Systems Analyst (2)	Enterprise Systems Specialist (2)	Publications Design Coordinator (1)
Systems Analysts (2)	Technology Support Technician (.5)	Mailroom/Office Assistant (1)
	IT Support Specialist (1)	

*ImageSource contract