End User Services

Service Desk
- Sr. Director, IT Client Management & Service Center
  - Bennett, Bernard

Operational Administration
- IT Project Manager III
  - Clay Mark
- Tims, Valencia
  - Business Analyst I
- Post, Dana
  - Business Analyst I
- OPEN (Lopez)
  - IT Project Manager I
- Caradonna, Tammy
  - IT Project Manager I

AV/Emergency and Incident Response
- Director, AV, Media, Incident Management Communications
  - Arthur, Matthew

Service Delivery/Shared IT Services
- Sr. Director, Client Computing
  - Swan, Sharon
- Poertner, Larry
  - Director, Desktop Engineering
- Webb, Nancy
  - Director, Deskside Services

Student Technology Services
- Director, Student Technology Services
  - Holmes, Sherry

Customer Relationships
- Business Analyst Lead
  - Firns, Glen

Interim Executive Director, User Services
- Norenberg, John
End User Services: Customer Relationships & Quality

Sr. Director, IT Client Management & Service Center
Bennett, Bernard

Customer Relationships
Jarrett, Candace
Sr. Technology Customer Relationship Manager

OPEN (Jarrett)
Technology Customer Relationship Manager

Moncreif, Selena
Technology Customer Relationship Manager

Quality
Gentile, Diane
Manager, Quality Assurance

Gaston, Valerie
Quality Assurance Analyst

Dhawan, Anu
Quality Assurance Analyst
End User Services: Clinical Operations

Sr. Director, Client Computing
Swan, Sharon

Director, End User Services
Webb, Nancy

Done, Rachel
Technology Support Specialist
- Clinical Liaison

Delgado, Lee
Technology Support Specialist
- Clinical Liaison

Held, Alex
Technology Support Specialist
- Clinical Liaison

McGuire, Scott
Technology Support Specialist
- Clinical Liaison

Thomas, Jason
Technology Support Specialist
- Clinical Liaison

Calvin, Jonathon
Technology Support Specialist
- Clinical Liaison

Manson, Sally
Technology Support Specialist
- Clinical Liaison

Norman, Karoz
Technology Support Specialist
- Clinical Liaison

Pusa, Suzanne
Business Analyst III

Clinical Implementations
End User Services: Service Delivery-Shared IT Services
End User Services: Student Technology Services

- Holmes, Sherry, Director, Student Technology Services
  - Hindes, Ted, Project Manager II
  - Oliver, Jared, Manager, Technical Services
  - Jackson, Oana, Programs Manager, STARS
  - Burr, Garrie, Operations Supervisor, STS
  - Kaskowitz, Louis, Project Manager II

Project Manager II
Shared Infrastructure: Platform Engineering
Shared Infrastructure: Enterprise Engineering

Director, Shared Infrastructure
Zweifel, Daniel

Barton, Greg
Manager, Technical Services

Mulchek, Paul
Systems Engineer IV

Whipple, Greg
Systems Engineer

Malawy, Paul
Systems Engineer III

Howard, Thomas
Manager, Shared Infrastructure

Portillo, Roger
Systems Engineer II

Schmidt, Rob
Systems Engineer IV

Berns, Tory
Application Developer III

Smith, David
Systems Engineer III

Gerold, Doug
Systems Engineer II

Koch, Kenneth
Infrastructure Architect

Johnson, Sidney
Manager, Shared Infrastructure

Allard, Rick
Systems Engineer III

Buecker, Robert
Systems Engineer II

Thompson, Tommy
Systems Engineer III

Woodruff, Michael
Systems Engineer IV
Enterprise Applications: Service Operations & Vended Application Management (VAM)

- Assistant Vice Chancellor, Enterprise Applications
  - Hirschbeck, Denise

- Service Operations
  - Service Owner
    - Deutschmann, Jim

- VAM
  - Application Administrator II
    - Leisure, David

  - Application Administrator I
    - Battig, Joe

- Service Owner
  - Douglas, Mary