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

- Director, End User Services
  - Webb, Nancy

- Clinical Implementations

- Tihen, Doug
  - Operations Supervisor - Clinical Liaison

- Done, Rachel
  - Technology Support Specialist - Clinical Liaison

- Held, Alex
  - Technology Support Specialist - Clinical Liaison

- Thomas, Jason
  - Technology Support Specialist - Clinical Liaison

- Manson, Sally
  - Technology Support Specialist - Clinical Liaison

- Delgado, Lee
  - Technology Support Specialist - Clinical Liaison

- McGuire, Scott
  - Technology Support Specialist - Clinical Liaison

- Calvin, Jonathon
  - Technology Support Specialist - Clinical Liaison

- Norman, Karoz
  - Technology Support Specialist - Clinical Liaison

- Pusa, Suzanne
  - Business Analyst III
End User Services: Desktop Engineering

- Director, Desktop Engineering
  - OPEN
  - Luciano, Craig
    - Manager, Technical Services
    - Wojtysiak, Paul
      - System Engineer III
    - Wolbert, Eric
      - Desktop Engineer I – Clinical Liaison
    - Winberry, Matt
      - System Engineer III
    - Poertner, Larry
      - System Engineer IV
  - Sleeter, Kevin
    - Manager, Technical Services
    - Ackerman, Ralph
      - Desktop Engineer II
    - Jones, David
      - Desktop Engineer I
    - Poertner, Josh
      - Desktop Engineer II
    - Nuebling, Damon
      - Desktop Engineer II
    - Kleeschulte, Bill
      - Desktop Engineer II
    - OPEN (Leisure)
      - Desktop Engineer II
    - Piper, John
      - Desktop Engineer II
    - McLeod, Darren
      - Desktop Engineer I
    - Noland, Isaac
      - Desktop Engineer I
    - Kirsch, Robert
      - Desktop Engineer II
    - Bohrman, John
      - Desktop Engineer II
    - Summers, John
      - System Engineer III – Clinical Liaison
End User Services: Service Delivery-Shared IT Services

Sr. Director, Client Computing
Swan, Sharon

Hammoud, Daniel
Operations Supervisor

Milberg, Derek
Operations Supervisor

Ruzich, Clinton
Technical Support Specialist

Files, Marcus
Technical Support Specialist

Myers, Noelle
IT Project Manager I

Sterling, David
Implementation Project Manager

Landfried, Mike
Operations Supervisor

Wise, Alice
Operations Supervisor

Thayer, Steven
Technical Support Specialist
End User Services: Student Technology Services

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

Current-WUT Structural Org Chart 05042018
End User Services: AV / Emergency and Incident Response

Director, AV, Media, Incident Management Communications
Arthur, Matthew

School Operations
Phillips, Tony
Manager, Media Technology
OPEN (Bauer)
Audiovisual Production Support Specialist
Henae, Braden
Audiovisual Production Support Specialist
Pelts, Terrell
Audiovisual Production Technician II
King, Russ
Audiovisual Production Technician I
Mack, Stephen
Audiovisual Production Technician I

Enterprise Operations
Buchanan, Beth
Multimedia Specialist
Hunter, Kevin
Multimedia Specialist
Bauer, Andrew
Video Engineer

Projects
Hardin, Tiffany
Project Coordinator