

Senior Technical Analyst

Manages purchases of PC's, servers and campus-wide software licenses; collects information to determine campus needs; communicates technical information to campus

Information Technology & Institutional Research

Web Services

Web Services is responsible for University and Community Web sites, extranet and intranet. This includes the administration of a campus wide content management system (CMS), web application development, and the design, development, implementation, and maintenance of over 200,000 web pages.

Administrative Computing

Application Services:
Responsible for supporting the Lowell campus' data on Legacy system, Web applications, and PeopleSoft security.

Olsen Computer Center Management

Voice Services:
Provides telephone, modem, fax, and voice related services to the Lowell Campus.

Web Infrastructure

Call Center:
Provides comprehensive Help Desk support for the Lowell campus for issues related to networking, telecom, PeopleSoft, E-mail and Legacy systems.

IT Security

Implements and supports IT security initiatives throughout the university. This position is responsible for the development of and adherence to security policies, procedures, and guidelines supporting the university's security framework and architecture. The IT Security Specialists represent the UML Campus on Umass system-wide committees and workgroups dealing with information security matters and Higher Education best practices.

Network Services

Provides network services to all faculty/staff and students; network management and day-to-day network operations needs. Copper and fiber cable installation needs from UML Community. Also responsible for all critical network related servers such as DNS, DHCP, Radius and firewall logging and reporting. In addition, manages and implements all campus supported firewalls.

Enterprise Systems Services

Responsible for functional deployment and operational management of Active Directory services such as e-mail; authentication and authorization; LDAP; centralized file sharing; dDNS, WINS; and domain administration. Provides enterprise mgmt of anti-virus, anti-spam, and Windows Software Update Services Provides Tier II software and hardware desktop / server support for business critical applications. Defines and creates desktop/ laptop images for campus-wide deployment.

Project Management

Provides technology project planning and implementation support to the campus and coordinates campus participation in relevant Umass system IT projects. Responsible for overall system integration, end user acceptance, and optimization of local and enterprise applications.

Reporting

Responsible for federal, state and system mandated reporting; compiles annual statistics; provides campus assessments and ad hoc studies Also, manages campus-wide, college, department and ad-hoc reporting

Training & Communication

Delivers training to the appropriate University audiences to: facilitate access to University data systems, especially the e'mpac HR/ Financials and ISIS Student Administration systems; enhance staff productivity through the superior utilization of technology and software applications; improve IT security by raising awareness of potential threats, encouraging computing habits that ensure data security; and impart skills to protect our users and IT resources.

Senior Technical Analyst

Fowler, Nancy

Information Technology & Institutional Research

Web Services

Nelson, Gerry
Abu-Zahra, Kareem
Lopez Ferney
Saghir, Helal

Administrative Computing

Pagliarulo, Michele
Application Services:
Alperovich, Elena
Boisvert, Ken
Grenier, Dolores
Lichtenberg, Adele

Voice Services:
Rainville, Nancy
Anyon, Bill

Web Infrastructure:
Yencho, Douglas
Vaillancourt, Ron

Call Center:
Coppenrath, Bob

IT Security

Kolodziej, Tony

Network Services

Drescher, Steve
Byrd, Marcie
Carr, Brian
McGee, Chris
Place, Marc
Ouellette, John

Enterprise Systems Services

Packard, Jim
Athanas, Steve
Clarke, Nicole
Finneral, Robin
Smith, Kevin
Sullivan, Martha

Project Management

Conley, Rich
Bray, Doreen
Clark, Norma
Tremblay, Jeannie

Reporting

Laura Prudden
Institutional
Research:
Sawyer, Janet
Ofria, Ester
Ruth Martin

Reporting Services:
Boutin, Kathryn
Seidel, Elaine

Training & Communication

Roberts, Ed
Clayton, Jacob
Guerrero, Jose

Information Technology

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