Ian Paul Rifkin

26 Davis Road
Auburn, MA 01501

Phone: (508) 561-7041
Fax: (801) 515-3031
Email: ianrifkin@ianrifkin.com

Education

Master of Science (M.S.) in Information Technology Management, Brandeis University, February 2009
Bachelor of Arts (B.A.) in Anthropology, Internet Studies minor, Brandeis University, May 2004

Technical Expertise

OS: Linux (Red Hat Enterprise Linux, Fedora, Ubuntu), Mac OS X, Windows (XP, 7)
Languages: Perl (OO mod_perl, procedural scripts), PHP, Python, Bash shell scripts, SQL, XML, XSLT, Java, JavaScript, AJAX, (X)HTML, CSS
Databases: MySQL, Oracle, Microsoft SQL Server
Applications: Web servers (Apache, Tomcat, IIS), LDAP (OpenLDAP), Version control (Subversion, Git, CVS, RCS), Content Management System (Cascade Server), Course Management Systems (WebCT, Moodle), PeopleSoft, Google Apps administration, MicroStrategy, Web statistics packages (Analog, AWStats, Google Analytics), Wordpress Blogs, TWiki Wiki, standard desktop applications (e.g. Microsoft Office)

Professional Experience

Software Systems Manager   Apr. 2011 – Present
Library and Technology Services, Brandeis University, Waltham, MA

Implement and manage enterprise systems:
- Lead Web Developer staff member, student developers and independent contractors. Provide leadership, guidance and mentoring to peers.
- Perform technical management and oversight of administrative software portfolio including proprietary (e.g. MicroStrategy, PeopleSoft), open source (e.g. Moodle, WordPress), and in-house developed applications.
- Develop (Perl programming) Web applications and middleware integration, such as integration with Google Apps API.
- Develop scripts (Perl, Bash) to aid in software systems administration and release management.
- Setup and maintain servers and software (from iptables to Apache configuration to third party applications).
- Create, manage, and distribute software and processes used for release management.
- Coordinate product releases for team of developers. Define releases and manage scope of projects. Hold weekly "releases" meetings to keep staff on track and mitigate problems.
- Formulate Web development plans, upgrades and migration planning.

Adjunct Instructor   Sept. 2009 – Present
Rabb School of Continuing Studies, Brandeis University, Waltham, MA

- Developed course "Web Publishing and Content Management" as part of Virtual Management graduate-level program.
- Developed course "Web and Software Development for Mobile Devices" as part of Software Engineering graduate-level program.
- Teach courses online (distance learning). Students are working professionals located globally.

Software Systems Administrator   Apr. 2010 – Apr. 2011
Library and Technology Services, Brandeis University, Waltham, MA

Implemented and administrated Web application and middleware projects:
- Supervised Web Developer staff member, student developers and independent contractors. Provided leadership, guidance and mentoring to peers.

- Performed technical management and oversight of administrative software portfolio including proprietary, open source, and in-house developed software/middleware applications.
- Developed and integrated Web and middleware applications.
- Created, managed, and distributed software and processes used for release management.
- Defined releases and manages scope of projects. Held weekly "releases" meetings to keep staff on track and mitigate problems.
- Formulated Web development plans, upgrades and migration planning.

Web Developer   **Aug. 2007 – Jan. 2010**
Library and Technology Services, Brandeis University, Waltham, MA

Architected, implemented, and integrated Web applications:
- Developed standards-driven Web sites and applications including implementation of standard University templates from designs generated by Communications Office (marketing staff).
- Managed software creation, upgrades, and releases for team of Web developers.
- Administered purchased and open source applications including campus community portal/intranet, wiki, blogs, Web content management system (CMS), and course management system (Moodle).
- Set up and maintained Red Hat Enterprise Linux Web servers (Apache, Tomcat) and databases (MySQL, Oracle)
- Maintained workings of and developed improvements for Identity Management using custom middleware.
- Integrated Google Apps with University identities.
- Designed improved architecture for static Web sites, dynamic Web applications and middleware.
- Led consultant staff members in development and support tasks.

Web Specialist   **Apr. 2005 – Aug. 2007**
Library and Technology Services, Brandeis University, Waltham, MA

- Developed, maintained and enhanced University Web presence.
- Supported community of Web editors (department administrators, faculty and student workers) via group and personal training sessions.
- Administered campus community portal/intranet.
- Implemented WebCT Vista course management system in conjunction with custom (Perl CGI) portal and integration with open source mailing list software.
- Implemented Cascade Server, Web content management system.
- Hired, trained and managed student worker staff.

Instructional Technology Consultant   **Jun. 2004 – Feb. 2005**
Information Technology Services, Brandeis University, Waltham, MA

Assisted faculty, students and staff members with using academic technologies:
- Digitized and manipulated files.
- Created and edited faculty members' PowerPoint presentations.
- Advised students and faculty working on audio/video projects (Final Cut Pro, Audacity).
- Trained faculty and staff to use WebCT CE course management software.
- Reorganized and revised Web content for Information Technology Services (ITS) Web site.

Speaking Engagements

Google Apps Administration
NERCOMP Virtual Workshop (Co-presenter), February 13, 2013 *(upcoming)*

Identity Management
NERCOMP SIG Event (Co-presenter), June 16, 2011

Managing Software in Higher Education
NERCOMP Annual Conference (Co-presenter), March 30, 2011

Software Release Management Best Practices
NERCOMP SIG Event (Presenter, Organizer), October 07, 2010

Integrating Web and Application Development: The Brandeis Faculty Guide Project
Cascade Server User Conference (Presenter), September 14, 2010

Change Management
NERCOMP Annual Conference (Roundtable discussion leader), March 09, 2010

Online Community - How do you know when you have one?
Portal 2006 (Co-presenter), June 7, 2006

The Online Campus Community - How Online Interaction Enhances Campus Life
NERCOMP SIG Event (Presenter, Co-organizer), January 19, 2006