

Eric Givens

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Profile

Ten year's experience supporting Macintosh and Windows hardware and software, with direct interaction with the end-user. Extensive experience with Macintosh OSX, OSX Server, and Macintosh-specific software. Experience developing database-backed web applications with open source tools.

Relevant Experience

Provided advanced support for all hardware and software requests for a campus of 500+ faculty and staff and 1600+ students, including all campus-supported software packages and all Windows and Macintosh operating systems.

Acted as primary, level 2 support on all mac-related issues, including:

- Managing student technical staff in areas relating to Mac hardware/software troubleshooting and repair for all faculty, staff and students.
- Training student technical staff and full-time staff in all areas of Mac usage and troubleshooting
- Managing all public Mac maintenance & cloning, including labs, kiosks and loaner laptops
- Producing documentation and training materials for support staff and end-users, including paper and web-based documentation and organizing seminars.

Developed, deployed and maintained database-backed web applications for internal use using tools such as Ruby on Rails, MySQL, JQuery, etc.

Implemented and administered the use of Podcast Producer to facilitate the posting and archiving of campus-wide audio/video material, including chapel services, special guest lectures and classroom lectures. Maintained public-facing distribution of audio/visual content through Gordon's [iTunes U](#) and [YouTube](#) sites. Proactively coordinated with other departments on-campus for the creation of new content appropriate for iTunes U/ podcasting.

Administered campus-wide Wordpress MU site — <http://blogs.gordon.edu> Responsible for creating new blogs and new user accounts as needed, custom widget and theme development, and collaborating on site design.

Directed multi-camera video shoots for special events such as commencement exercises and produced fully edited versions of events for distribution on DVD, podcast, YouTube, etc.

Technical Proficiencies

Hand coding standards-compliant HTML and CSS, following a philosophy of 'progressive enhancement'. Proficient in the Ruby programming language; Ruby on Rails for web application development; git (and GitHub) and for software version control; Capistrano for automated web site deployment; Apache and Nginx for web server administration; MySQL for relational databases; bash, Applescript and rake for scripting.

Work History

Assistant Director of Technology Support, Gordon College; Wenham, MA — **2003-present**

User Services Specialist, Gordon College; Wenham, MA — **2000-2003**

Development Services Assistant, Gordon College; Wenham, MA — **1997-2000**

Freelance Work

Sky Asylum Website - <http://www.skyasylum.com> - site design and coding, domain name registration

Stonecleave Village, Methuen MA - <http://www.stonecleavevillage.com> - domain name registration and Wordpress site setup and maintenance as requested (Note: site no longer available due to change in management. External website no longer needed)

Education

Gordon College, Wenham, MA — B.A. English, 1996