Elijah W. Gagne

elijah@gagnes.net
518-321-6611

CAREER SUMMARY

Nearly two decades of experience working in various roles within IT with a focus on backend infrastructure. Skilled at navigating cross-functional, decentralized organizational structures to achieve synergy and collaborate to problem solve shared challenges across user groups, project stakeholders, and leadership.

DARTMOUTH HIGHLIGHTS

- Started career as an hourly employee racking and stacking servers in the data center
- Four years later, was the college's primary email administrator and migrated Dartmouth to Microsoft 365
- Played a key role redesigning the college authentication systems (single sign on and DUO)
- For the past four years, has been building a talented team of System Engineers/Architects that manage all the central infrastructure for the college's researchers
- For the past year, has been playing a leadership role in launching Dartmouth Chat and other AI initiatives

CORE KNOWLEDGE & EXPERTISE

Focus Areas
Team Leadership
Stakeholder Management
Data Analysis & Synthesis for Leadership
Project Management
Cross-Campus Collaborations
User Training and Outreach
Mentorship
Self-service User Empowerment

Technology Systems
High Performance Computing (HPC)
Storage Platforms
Security and Sensitive Data Management
Generative Artificial Intelligence (GenAI)
Cloud Computing
Data Center Management
Containerization
Automation

EXPERIENCE

Dartmouth College, Hanover, NH | December 2006 – Present

Director of Research Cyberinfrastructure   June 2024 – Present
Research Computing, ITC

- Manage a team of professionals supporting researchers across the college
- Responsible for the backend infrastructure including HPC, security, and storage
- Plays an active role in outreach and training for research community members

Assistant Director of Research Cyberinfrastructure   March 2021 – June 2024
Research Computing, ITC

- Grew the position into the above Director role

Senior Database Administrator   January 2013 – March 2021
Enterprise Systems Group, ITC

- Primary database administrator for the MS SQL Server environment
- A member of the identity and access management teams
- Co-lead for containerization team

Infrastructure Applications Administrator   September 2010 – December 2012

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Enterprise Systems Group, ITC

- Primary technical administrator for on-premises Exchange 2007/2010 and SharePoint 2007/2010
- Primary technical administrator for Blitz (Microsoft Office 365: Exchange, SharePoint, Lync Online)
- Primary/secondary technical administrator for many additional applications including Uniprint

System Administrator   July 2008 – August 2010
Technical Services, ITC

- Primary system administrator for 40+ servers including Exchange, SharePoint, Office Communicator
- Responsible for the student printing system Uniprint; including 45 public kiosks and printers
- Secondary system administrator for 60+ servers including Active Directory and AudienceView

Computer Coordinator   December 2006 – June 2008
Technical Services, ITC

- Provided 24 x 7 x 365 coverage and operations for a data center
- Built web application for ordering, tracking, and estimating paper consumption for GreenPrint
- Served as MSDN-AA program administrator
- Performed Veritas NetBackup installations, backups, restores, and erases

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EDUCATION

Masters of Science in Information Assurance   June 2014
Norwich University, Northfield, VT

Bachelor of Science in Mathematics   May 2006
Rensselaer Polytechnic Institute, Troy, NY

PROFESSIONAL DEVELOPMENT

Inspiring Leaders   September 2023
Dartmouth Learning & Development
Two-year, self-paced certificate program focused on developing and refining leadership skills and abilities