Jake Fowler

Kansas City, Missouri 64111
816•719•4285
jake@jakefowler.com
jakefowler.com
linkedin.com/in/jakefowlerit

CORE VALUES
Respect • Efficiency • Fairness • Trust • Creativity

PROFESSIONAL SUMMARY
Strategic technology leader with more than twenty years of IT leadership experience in higher education, specializing in enterprise modernization, infrastructure transformation, and IT governance. Proven record of rebuilding campus-wide networks, leading SIS/ERP migrations, and securing mission-critical systems while improving reliability and end-user experience. Trusted partner to executive leadership, faculty, and staff in aligning technology strategy with institutional mission.

EDUCATION
Bachelor of Arts in Philosophy • May 1994
Central Methodist University • Fayette, Missouri
President of Phi Sigma Tau – Honorary Philosophy Organization

PROFESSIONAL EXPERIENCE
Kansas City Art Institute
Director of Campus Technology
Kansas City, Missouri • November 2017 – January 2026
Strategically developed and led the Campus Technology department to ensure students, faculty, and staff had reliable access to technology resources essential for creative and administrative work.

Notable Achievements
- Spearheaded a digital transformation project, revitalizing our Student Information and ERP systems (Jenzabar) with modern SaaS-based solutions (Jenzabar J1 and Blackbaud Financial Edge) to streamline administrative processes.
- Implemented a Single Sign-On (SSO) and password portal solution to secure user accounts and centralize access to multiple technology resources.
- Reorganized and restructured the department staffing model, successfully hiring all new team members to align with strategic goals.
- Engineered and executed a complete network infrastructure rebuild, including new fiber between over a dozen buildings, replacement of all switching and wireless access points, improved IP subnet structure for enhanced security and stability, and new firewalls.
- Managed the design and installation of the network infrastructure across several new and

remodeled campus buildings.
- Migrated the entire on-premise phone system to a cloud-based communication solution.
- Configured and deployed a mobile device management platform (Mosyle) to centrally manage all KCAI-owned Macintosh computers.
- Consolidated all internal data storage onto cloud-based storage (Google Workspace/Drive).
- Established a hybrid (on-premise/cloud) backup platform (DATTO) for mission-critical systems.
- Founded and chaired the Staff Advisory Council to provide KCAI staff with a platform for communication, voicing concerns, and contributing input to decisions.
- Founded and chaired the Technology Steering Committee to guide technology strategies, decisions, and policies, including those related to Generative AI and Data Governance.
- Facilitated the transition to a hybrid work and learning environment during the COVID-19 lockdown.
- Served as Project and Change Manager on several major IT-related platform changes.
- Authored and maintained a comprehensive disaster recovery plan, technology business continuity plan, and technology policy library.

Server and Systems Administrator

Kansas City, Missouri • June 2006 – November 2017
- Successfully led the adoption of Google Workspace, replacing locally hosted resources (email, data storage, collaborative tools) to drive end-user efficiency and reduce Computing Technology (CT) time and expense.
- Managed server and end-user technology infrastructure, automating software deployment and updates.
- Executed the migration of all servers to a virtual environment (Scale Computing).
- Developed and implemented the KCAI Print Center to centralize print production resources.

Technician, Graphic Design, Photo/Digital Filmmaking

Kansas City, Missouri • November 2005 – June 2006
- Supported the Graphic Design and Photo/Digital Filmmaking departments by managing computer labs and providing technical assistance to students and faculty.

CONSULTING AND FREELANCE TECHNOLOGY
Two Bit Design • Web Developer

Kansas City, Missouri September 2004 - Present
- Design and build standards-compliant websites for individuals and small businesses utilizing XHTML, CSS, and PHP/MySQL and Wordpress.

Two Bit Consulting • IT Consultant

Kansas City, Missouri September 2004 - Present
- IT Consulting - Provided IT sales, support, and service for individuals and small businesses.

SERVICE
- Higher Education Systems and Services Consortium Board, Jenzabar ONE Cohort Co-chair (2025 – 2026)
- Jenzabar JICS Advisory Board Member (2025 – 2026)
- GUILDit Board Member and Treasurer (2023–2024)
- Infragard Missouri - Kansas City Members Alliance Member (2015 – Present)
- Campus Consortium EdTech Share Program (2023–2024)
- 1Password Advisory Council Member (2022–2025)
- KCAI Technology Steering Committee Chair (2025 – 2026)
- KCAI Staff Advisory Council Co-Chair/Founding Member (2017–2021)

TECHNICAL EXPERTISE
Broad knowledge of and experience with managing many IT platforms and systems, including:
- AI platforms including Google Gemini, ChatGPT, Claude
- Google Workspace
- Microsoft Entra
- LAN networking - DHCP/DNS
- Identity Management and Single Sign On (SSO)
- Apple products and services
- Microsoft products and services
- Mobile Device Management (Mosyle)
- Mission-critical system backup (DATTO)
- Fortinet firewalls
- Extreme networking (switching and wireless)
- Aruba networking (wireless)
- Jenzabar SIS/ERP
- monday.com (Administration Certified)
- Docusign administration
- Web design, hosting, and domain management
- SSL Certificate management
- Wordpress

LEADERSHIP AND PROFESSIONAL SKILLS
- Strategic Management: Vendor management, budget management, policy development, and disaster recovery/business continuity planning.
- Communication: Ability to communicate concisely and effectively and strong writing, brainstorming, and collaborative skills.
- User Focus: Ability to listen to and implement end users' technical needs to further the goals of the organization.
- Team Dynamics: Ability to work with and gain the respect of fellow employees and the ability to give and take practical, constructive criticism.
- Project Execution: Ability to work under tight timeframes and budgets.

SPEAKING ENGAGEMENTS

<u>MoreNET Conference (in person)</u>

Streamlining Digital Identities and Account Access: SSO and Automated Provisioning, October 20, 2021

<u>Campus Consortium (virtual)</u>

Improve Productivity with Limited Resources: Automate Account Provisioning and Security, January 21, 2021

<u>Quicklaunch (virtual)</u>

Seamless Student Journeys: Strategies for Effective Onboarding and Off-boarding, February 8, 2024

Streamlining Digital Identities and Account Access, February 25, 2021