

# Jason Snyder

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## EDUCATION

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**2004:** Middle Tennessee State University, Murfreesboro Tennessee  
Bachelor of Science Degree, Mass Communication.

**Current:** University of Missouri, Columbia. Pursuing a master's degree in Information Science and Learning Technology.

## EXPERIENCE

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**NOV 2016 - PRESENT** | TECHNOLOGY RESOURCE MANAGER | OPERATIONS MANAGER

**University of Missouri - School of Medicine Simulation Center**

- Ensure a quality educational experience for students of the health sciences as well as veterinary medicine and public entities
- Primary administrator of the e-learning management system (Learning Space)
- Project management: involved in strategy and implementation within the Simulation Center, as well as functions across the University system at various campuses
- Managing audio/visual installation, maintenance, implementation and connection to educational software
- Support for high fidelity medical simulators
- Serving clients, i.e. students, faculty and ensuring a smooth technical and educational experience within the lab as well as remotely
- Directly manage two employees, and as the operations manager responsible for the function of the entire staff within operations of the department
- Software system management and deployment
- Serve as the go-to person for setting up remote learning during the 2020 pandemic
- Built rubrics and cases/evaluations for faculty across the university system withing the learning management system
- Review and analyze solutions for future technological improvements for the department
- Develop learning objectives content and measure success
- Report simulation and learning data to the department manager

**NOV 2015 - NOV 2016** | INFORMATION TECHNOLOGY SPECIALIST

State of Missouri (Department of Conservation) Jefferson City

- Software system management and deployment
- Deploy Microsoft security patches to 1600 Department of Conservation system computers
- Server and data room facilities management
- Serve on-call support for infrastructure duty pager

**NOV 2013 - NOV 2015 | DESKTOP SUPPORT TECHNICIAN**

State of Missouri (Department of Conservation) Jefferson City

- Software system management and deployment
- Creating software packages through scripting
- Management of department interns in projects suited to the department and their skills
- Critical troubleshooting and help desk ticket assistance for end users

**MARCH 2009 - NOV 2013 | INFORMATION TECHNOLOGIST II**

State of Missouri (Office of Administration) Jefferson City

- Assist with the implementation of communications system
- Manage state wireless contracts
- Analyze state agencies' wireless usage for efficiency
- Critical troubleshooting and help desk ticket assistance for end users

**JAN 2009 - DEC 2011 | ADJUNCT PROFESSOR**

Moberly Area Community College, Columbia, MO

- Taught college level computer essentials class
- Taught e-learning lessons as well as brick-and-mortar classrooms
- Managed and designed e-learning platforms for classes
- Designed curriculum and lesson plans to instruct a wide variety of skill levels

**SKILLS OVERVIEW**

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- Proficient in multiple computer programs, telecommunication and technological systems
- Strong desire to learn new systems, possess a natural curiosity for new technology
- Hard worker, and fast learner, self-motivated
- Critical thinking and analysis
- Known for excellent customer service and satisfaction
- Strong and effective team management skills