Kyle Levenick

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Employment History

Program Director - IT Security & Risk | Texas A&M University | *July 2023 – Current*
As the program director for IT Security & Risk at Texas A&M University, I help with many aspects surrounding the management of the IT Security group. This includes the development and execution of information security strategy and roadmaps to protect university data and systems; managing relationships with key internal and external stakeholders including vendor & license management; driving projects to implement new security tools, technologies, and processes; developing budgets, metrics, and reports to demonstrate the value and effectiveness of information security programs; advocating for security priorities with university leadership.

Security Analyst III | Texas A&M University | *Nov 2021 – July 2023*
I lead efforts to acquire and implement services, products, and technologies for the Texas A&M University IT Security & Risk unit by utilizing product & project management methodologies. This includes working with vendors and internal teams to ensure that the solution meets the needs of our customers and performing the initial setup and configuration.

Recently, I've worked on procuring products such as OneTrust, SailPoint, CrowdStrike, and Elastic. I have also coordinated efforts with external partners to conduct assessments for various compliance activities.

IT Manager | Texas A&M University | *Nov 2019 – Nov 2021*
As the IT Manager for the College of Architecture, I oversaw all day-to-day IT operations, as well as directly managing several full-time employees.

My primary focus in this role was bringing a product management mindset to the delivery of software support for the college. I engaged with stakeholders to think holistically about their experiences as they interact with the college's technology support staff and processes. One of the best examples of this was the implementation of Jamf for macOS management. This was ultimately both a project and product that I was responsible for, and by partnering with college stakeholders I ensured that the effort was successful.

Client Platform Engineer | Texas A&M University | *June 2017 – Nov 2019*
As one of the Client Platform Engineers for the College of Architecture, I utilized DevOps practices to provide more efficient service and application delivery to our faculty and staff. One of my primary responsibilities was managing macOS and Windows endpoints using tools such as Munki, Chocolatey, and Gorilla. We built a CI/CD pipeline in Azure DevOps to create and verify the consistency and compatibility of software packages. I also was responsible for managing several student technicians.

Help Desk Analyst | City of Huntsville, TX | *Feb 2017 – June 2017*

I provided a variety of technology support services to the City of Huntsville. Some of my duties included things such as: hardware and software repairs, end-user training and coaching, audio/visual support, and supporting various ongoing projects.

Information Technology Supervisor | Abilene Christian University | *Jan 2015 – Jan 2017*

As an IT Supervisor for the Abilene Christian University technical support group, I initially oversaw the remediation of software issues and resolution of minor hardware problems. Over time, I was given increased responsibility for hardware repairs, interfacing directly with hardware vendors like Dell and Apple to coordinate repair and replacement processes for all end-user devices on campus. Additionally, I was responsible for supervising other part-time staff, and preparing and running the yearly technology auction.

Help Desk Analyst | Abilene Christian University, Abilene, TX | *May 2014 – Dec 2014*

As a front-line IT help desk analyst, I handled customer calls & walk-ups, diagnosed technical issues, and resolved problems without requiring escalation. I kept detailed logs of incidents in our incident management system by capturing customer-provided information and documenting problem and resolution steps.

Independent IT Consulting | Abilene, TX | *August 2011 – April 2017*

I provided independent IT consulting services for students at Abilene Christian University as well as residents of Abilene, TX. These services included custom computer builds and maintenance, website design and implementation, computer hardware replacements, and some Windows server administration tasks.

Education

Master of Science in Psychology
Abilene Christian University | *Aug 2015 – Dec 2016*

Bachelor of Science in Psychology
Abilene Christian University | *Aug 2011 – May 2015*

Skills

- Customer service
- ITIL service delivery
- Change management
- Team supervision & leadership
- Project management
- Product management

- Business process improvement
- Strategic planning
- Technical writing
- Configuration management
- Vendor relationship management

- Systems & services administration
- Process diagramming
- Knowledge management
- Contract management
- Security & policy compliance