# MATTHEW E. IGLODY

IT Specialist

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## PROFESSIONAL SUMMARY

Motivated and competent Healthcare IT Specialist with a broad knowledge of hardware, software, and networking technologies. Showcasing 10+ years of experience in all facets of IT management, customer services, solution development support, technical integration, and IT equipment maintenance. Resident expert in troubleshooting computer systems, optimizing access, and improving efficiencies of IT business operations. Excellent interpersonal skills demonstrated by the ability to develop and maintain professional relationships across all levels of the organization.

## CORE COMPETENCIES

Customer Services | Data Integrity | Infrastructure Improvements | IT Technical Support | Management | Multi-Tasking Ability | New Technology Assessments | Preventative Maintenance | Problem-Solving Skills | Systems Installation, Configuration & Upgrading | Team Building | Technical Infrastructure Engineering | Technical Reporting Skills | Training & Mentoring

## TECHNICAL SKILLS

Active Directory | Altiris (Symantec) Endpoint Management | Application Servers | Citrix | End-User Applications (OS, Peripherals & Printers) | Epic EMR | High-End Powerful Computers | Medical Imaging Devices | Microsoft Office Suite | Mobile Devices | Network Support (LAN/WAN, VPN & TCP/IP) | Python | Windows OS / Macs OSX | VMware Workspace ONE

## NOTABLE PROJECTS

- NYU Langone Kimmel Pavilion and Hassenfeld Children's Hospital Radiology Systems Implementation
- Teleradiology Program Expansion to 200+ Radiologists During COVID-19
- Clinical Mobile Companion (Rover) Rollout to Inpatient Radiology Locations in Manhattan, Brooklyn, and Long Island
- NYU Langone Hospital – Long Island Inpatient Radiology EMR/RIS/PACS Conversion

## PROFESSIONAL EXPERIENCE

**SENIOR ANALYST I, SOLUTIONS DEVELOPMENT – RESEARCH IT**  Dec 2022 – Sept 2024
NYU Grossman School of Medicine | New York, NY
- Supported research computing infrastructure by managing high-performance computing (HPC) resources, databases, and secure data storage solutions for clinical and translational research projects.
- Administered integrated platforms (PeopleSoft HRMS, Google Workspace, Lumapps, Medable, Anju/Trialmaster, and Almac systems) through backend system maintenance, monitoring, security patching, and quarterly updates in Unix/Linux environments.
- Collaborated with investigators, clinicians, and research staff to design, implement, and optimize technical solutions that met project-specific scientific and regulatory requirements.
- Ensured compliance with HIPAA, IRB, and institutional data security standards through system monitoring, access controls, and audit preparation.

**SENIOR ANALYST I, SOLUTIONS DEVELOPMENT – RADIOLOGY IT**  Jan 2019 – Dec 2022
NYU Langone Health System | New York, NY
- Responsible for in-depth knowledge of assigned Radiology IT systems and software. Core applications include Visage PACS, Nuance Powerscribe, Epic Radiant, and Acuo VNA.
- Primary support for all radiologists/technologists and operational users to assist with their workflows and troubleshoot issues within a growing enterprise of 700+ end-users in the radiology department.
- Facilitate conference calls with technical teams to resolve Priority 1 & 2 incidents, engaging internal resources and vendors, when necessary, to mitigate systematic issues and minimize patient care disruption.
- Drive adoption of new technologies and conduct pilots of said technologies to assess viability, strategic alignment, and practical applications at the enterprise hospital level.

**ANALYST II, SOLUTIONS DEVELOPMENT – RADIOLOGY IT**                    Sept 2016 – Jan 2019
NYU Langone Health System | New York, NY
- Delivered base-level IT support to non-technical personnel within the business, including telephone/in-person support to 200+ radiologists, troubleshooting, diagnosing, resolving, and documenting hardware, software, and network-related technical issues.
- Provisioned new desktops, laptops, and mobile devices with appropriate applications or profiles for designated user groups. Maintained and delivered updates to assets using endpoint management tools.
- Expediently conducted technical training for radiology users relating to system upgrades and new application workflow.
- Proactively provided on-site support during go-lives and system upgrades, while ensuring implementations of all quality assurance processes, including change management and testing efforts, to participate in process improvements.

**DESKTOP SUPPORT ANALYST, END-USER COMPUTING**                    Apr 2014 – Sept 2016
Good Samaritan Hospital | Suffern, NY
- Carried out network administration functions, set up network user accounts/permissions, reset passwords, and administered group policies via Active Directory, while configuring and repairing hardware/software for employee use.
- Executed troubleshooting of Microsoft Windows OS, Office 2013, Outlook/Exchange, IE, printers, and desktop/laptop hardware components.
- Actively provided tech support, on-site troubleshooting, and training for clinical and non-clinical information systems. Delivered basic tier 1 networking support, while adding users to the network, updating security permissions, and assigning TCP/IP's, patching network drops. Escalated root causes and implemented/recommended corrective actions.
- Assisted with implementation, education, and maintenance of client-side Epic EMR hardware for all hospital departments and 15+ remote physician practice locations.

## EDUCATION

**BACHELOR OF SCIENCE, INFORMATION TECHNOLOGY**                    Dec 2013
State University of New York | Plattsburgh, NY

## CERTIFICATIONS

Microsoft MS-102 – Microsoft 365 Administrator                    Jul 2025
Microsoft MD-102 – Endpoint Administrator                    Apr 2025
Microsoft Cloud Support Associate Professional Certificate                    Apr 2025
Google Cybersecurity Professional Certificate                    Feb 2025