Information Technology Department
June 2012

SSU CIO
Jason Wenrick
(July 2012)

Interim CIO
Jannette Corpus

PeopleSoft Analyst
Margo Axsom

- Manage PeopleSoft Tickets
- Project Director
- Monitor/Assign PS Tickets
- Approve COMR Requests
- Manage consultants/contracts
- Manage assigned IT projects
- Programmer/Analyst Duties
- HUG/SAUG/SW Reporting Rep
- Integration Broker
- End- user communication
- Documentation/Processes

Programmer/Analyst
(.50 FTE + .25 FTE)
Raj Duraisamy/Jerry Perez

- HRSA & FIN Technical
- Troubleshooting
- PeopleSoft tickets
- Baseline Releases, MP's
- Assist in testing, upgrades, projects
- TUG, FUG, Fin Aid rep
- Fit Gap Meetings
- SQR and nVision reports
- PS customizations
- Security Administration
- Integration w/ 3rd parties
- Document/processes
- Create queries

IT Manager
Vacant

- Manages NOC ops (servers, networks, telecom, end-user support)
- Supervises tech staff
- PM for Assigned Projects
- Oversees VoIP Support
- Controls & procedures
- Manage Contracts
- VISC Representative

Coordinator of Instructional & Academic Technology
Greg Crum

- Instructional IT support
- Moodle/iLearn (LMS)
- IT Workshops
- Faculty & IT Web pages
- MS IT Academy
- ATI Web Priority
- Builds lab images
- Higher-level NOC tickets
- Follow the Voyage
- Onboard cruise support

Webmaster
Kris Edwards

- Manage Hosted Solutions
- Develop/Support portal
- Develop/Support website
- Support Web Publishing
- Online Directory
- Corporate Calendar (R25)
- Blackboard Admin
- Training

Network Analyst
Walter Abarca

- Responsible for tickets
- Wired Network Services
- Wireless Network Services
- TGB Satellite System
- Firewalls
- Switch/Router configs
- Domain Name Services
- Institutional spam filter
- Virtual Private Network
- CSU network projects
- Server admin alternate
- Higher level NOC tickets
- Onboard cruise support
- VoIP

Equip Systems Specialist
Tom Morgan

- Desktop Support Services
- Install hardware/software
- Security patches
- End user support
- NOC tickets
- Creates images for staff
- Deploys images
- Hardware repair
- Create Port Pass ID Cards
- Onboard cruise support

HelpDeskSupport (Temp)
Niko Davlantis

- Serve as subject-matter-expert
- Implement new tech
- Desktop Support Services
- Support use tech & apps
- Install Hardware/Software
- Computer Images
- Create Port Pass ID Cards

Operating Systems Analyst
Sam Phillips

- Server Administration (Exchange/Spam,Storage Administration, Active Directory/Accounts, Print Services, Backup & Recovery, WINS, DHCP, Security)
- TAG representative
- Network Admin alternate
- VoIP Support
- Keyserver License Software
- Higher level NOC tickets
- Onboard cruise support

IT Core Services

- Information Technology Website:

http://www.csum.edu/web/faculty-and-staff/it

  - Network Operations
  - HelpDesk
  - Web Services
  - PeopleSoft
  - Academic Technology
  - Telecommunications

Network Operations/Infrastructure/Architecture

- Data Center Operations
- Backup and Recovery
- Virtual and Physical Server Administration
- Storage Administration (shared network folders)
- Printer Services Management
- Keyserver Software Management
- Wired Network Services
- Wireless Network Services
- Remote access services
- Service continuity and availability
- Internet Access
- Project Management and Implementation of CSU Mandated and ITAC Synergy Projects

HelpDesk

- Provisioning/Deprovisioning accounts
- Reset usernames/passwords
- Desktop support services
- Issuance of Port Passes
- Resolution of software and hardware problems
- IT purchasing recommendations
- Configuration/installation/move/disposal of PCs and software
- Site licensed software (contracts and tracking)
- IT Asset Inventory Control
- Network connectivity problems (data jacks, etc.)
- Set up and configure laptops, desktops
- End-user training and documentation
- Support for Apple products (limited)

Web Services

- Manage Hosted Solution
- Development and Support for the myCampus portal
- Support for Web Publishing
- Online Directory (currently Global Address Book)
- Corporate Calendar (R25)
- Web Content Training
- Granting appropriate access to users for web publishing
- Custom web applications (parking permits, RA, etc.)
- Web Administration and Content Management
- ATI Compliance

PeopleSoft

- Maintain HCM and CFS databases
- Grant users access with appropriate roles
- Apply Maintenance Packs
- CMS Mandated Projects (HCM 9.0 upgrade, CHR, etc.)
- First level of support for PeopleSoft
- Communicate with PS users
- Create queries
- Customizations (outside of Baseline)
- Integration with 3rd party vendors

Telecommunications

- PBX
- Digital and Analog Desk Phones
- VoIP Services
- Support of CMA-approved/issued mobile phones/smartphones
- Support for IT-approved third-party applications
- Voicemail
- 911 Services (Blue phones, elevator)
- 911 Program
- Pay phones
- Call Accounting
- Ordering/Assigning and Configuring Cell phones
- Implementation of VoIP

TSGB Network/Infrastructure for Ship's Business & Instruction

- Broadband Satellite
- Network Infrastructure (wiring/data jacks/routers/switches)
- Servers
- Computer Labs
- IT Staff Member onboard for cruise support
- FTV technical support
- Telecom ports, Calling cards

University's Administrative and Third Party Systems

- PeopleSoft HCM
- PeopleSoft Finance
- Blackboard System (Port Pass ID Cards, Meal Plan, Door Access, System Administration of Server, ID Works)
- Blackboard Analytics (Academic Affairs)
- Blackboard ConnectEd (Public Safety, PIO)
- Online Services (CashNet, etc.)
- Carigo Work Order System (Facilities)
- Maxient Conduct Management System (Leadership/Development)
- Stanley/Best Door Management for MRH/Key Server
- Other (Moodle, Point N Click)
- Campus EAI