Robert Garcia
Assistant Director of Information Technology Services
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Summary of Qualifications

30+ years of experience as an information technology professional in higher education, private and public sectors. Award-winning technical skills specializing in word-class customer support. Proven track record managing CSUSB's enterprise Drupal content management system, $4.3 million dollars in higher education building type-II equipment and technology procurement projects including networking equipment, computer lab, desktop computers, printers, wireless access points, auditorium audio visual equipment, classroom software licensing, and career & technical program equipment. Major strengths include strategic and master planning background with ability to take a project from inception to completion on-time within budget. Strong interpersonal skills with expert knowledge in a wide range of software applications and operating- systems. Trained in all aspects of human resource management: hiring, training, performance evaluation and team collaboration techniques. Outstanding communication skills with an in-depth knowledge of content management systems, mapping applications, web-based applications, and classroom presentation packages. Regularly responsible for supporting university compliance of state and federal regulations (ADA and VPAT).

Interim, Assistant Director of Technology Services   **October 2021 – Present**
Division of Information Technology Services – California State University, San Bernardino – Palm Desert Campus
Key Duties & Responsibilities:
- Direct, lead, and manage the Information Technology Services Team that supports the Goals & Objectives of CSUSB.
- Responsible for supporting over 70 different education programs and services across campus including 5 different colleges.
- Responsible for the integration of operational and technical needs for the students, faculty, staff, and community of Coachella Valley.
- Manage projects, trouble-shoot, and resolve key issues regarding configuration, support and operations of two different campuses (PDC and UCR).
- Oversee the technology needs for security on campus, including CCTV, Parking Kiosk surveillance, Blue Emergency phones, and UPD Occularis system.
- Serve on the PDC Leadership team as a liaison between the Palm Desert Campus and the SB Campus.
- Provide innovative insight and projects that align with CSUSB-ITS strategic plan.
- Forecast future technology needs for the students, faculty and staff at PDC.
- Responsible for managing and delivering core IT services and infrastructure that is utilized 24/7 by over 2000 people.
- Lead IT support team in modeling diversity and inclusion efforts that are critical to sustained success.
- Support Graduation Initiative 2025, and eh CSUSB/ITS/Palm Desert Campus master plans.
- Classroom Support and Operations: Oversee academic classroom technology operations (VOIP< phones, computers, smart cards, projectors and screens, adaptive technology, wired and wireless audio systems, Zoom/DL configurations).
- Coordinate management of MyCoyote One Card Computers, printers and operations.
- Direct, lead and manage an effective technology team experienced in standardizing instructional tools to provide innovative solutions for faculty and students, trouble-shooting video conferencing and audio issues was well as providing innovative solutions to hybrid environment.
- Manage a growing assortment of evolving needs for both faculty, students, and campus logistics to deliver a positive and rich educational experience that is beyond brick and mortar classrooms.

CSUSB Committee Assignments:
- CSUSB Diversity, Equity and Inclusion Board (2020-23) – Staff Sub-committee
- CSUSB Associated Students Inc. (ASI) Board of Director (2020-21)
- CSUSB Shared Governance Taskforce

- CSUSB Staff Council (Served two 2yr terms as Chair, Current Vice-Chair)
- CSUSB Administrative Council (2017-18, 2018-19)
- University Collegiality Committee (Co-chair)
- CSUSB Taskforce on Native American Student Success
- Resilient CSUSB Taskforce
- LEAD Summit Executive Committee (2011-Current)
- Consultant Search Committee - CSUSB Shared Governance Taskforce
- Search Committee – Director of Human Resources (March 2022)
- Search Committee – Associate Director Police Services
- Search Committee - Web Programmer (Chair)
- Search Committee – Director of Facilities

Information Technology Consultant / Web Liaison – Developer   **May 2016 – October 2021**
Division of Information Technology Services – Web Services Unit, California State University, San Bernardino
Key Duties & Responsibilities:
- Manage CSUSB Enterprise Drupal Content Management System with over 450 websites and 350+ users. Manage new Drupal user accounts. Assign user roles and workbench access.
- Provide project management services, web development and support to the CSUSB departments & constituent groups.
- Provide Drupal Web Content Editing & ADA Compliance Training: teach user community consisting of 350+ faculty, staff and students on how to use the Drupal content management system. Demonstrate best practices, trends, techniques and methods for editing Drupal content types as well as creating and maintaining ADA compliant web content. Frequently work with units across to resolve ADA issues identified regular reports and demonstrate best practices for achieving maximum ADA compliance.
- Coordinate CSUSB Drupal User Group community. Plan and coordinate meet-ups to discuss user experiences, training needs, and gather feedback about the Drupal platform.
- Serve as technical director of annual LEAD Summit. Responsible for event website and conference registration, direct email marketing and developing the printed program. Develop technical script for a full day conference including 30+/- presenters with a wide-range of multimedia content.
- Research 3rd party products & software, compare competing products, prepare cost proposal and recommendations, and ensure all products are screened for ADA compliance and applicable VPAT (Voluntary Product Accessibility Template) certificates.

Information Technology Consultant / College Webmaster   **Oct. 2004 – May 2016**
College of Education, California State University, San Bernardino
Key Duties & Responsibilities:
- College webmaster. Responsible for working with central web development team to create & maintain new COE website in Drupal CMS. Responsible for ADA compliance, and COE online document library.
- Providing project management & support for active vital technology grants:
    - Research and Clinical Skills Development for Graduate and Doctoral Students Project"
    - Integrative Technologies to Support the Next Generation of Academic Standards aka "SMART Board Integration project"
    - "Doctoral Program Mobile Laptop Project 2011-2012"
- Technical director and executive committee member for LEAD Education Projects: Provide technical vision and strategy for LEAD activities including: CSUSB marquee event – Annual LEAD Summit (international webcast, radio broadcast and in-person event). Technical coordination with White House Office of Hispanic Initiatives, Office of the Secretary of Education – Arne Duncan, and over 1500 LEAD Town Hall viewing sites.
- Successfully outfitted & set-up the Institute for Research, Assessment & Professional Development with research, office automation and neurofeedback lab equipment. Provide database administration, equipment support, marketing, ADA facility compliance. Install, configure SAGE ACT CRM (customer relationship management) application. Customized database definitions, input forms & reports modules.
- Served on College NCATE/CTC Accreditation Team – Designed and implemented electronic document room prototype and accreditation specific website.

- Developed the Teacher Preparation Assessment website & online assessment tool prototype for the College of Education (COE). Designed a MySQL database and outsourced the PHP programming. Managed individual user accounts and provided technical support to faculty evaluators and students using the online tool. Saved $100,000 over 4 years by converting a formerly paper process to electronic input forms allowing for increased faculty productivity.
- Doctoral Program Distance Learning Conference Room. Modernized the Doctoral Studies conference room with high definition video conferencing equipment & software to establish a remote classroom presence for the Doctoral Program at the Palm Desert Campus. Resulting in increased enrollment, reduced travel costs and significant reduction in time spent on the road that could be better used toward student success.
- Served as technical coordinator for the College of Education building project (2005 – 2008). Responsible developing $2.2 million dollar technology equipment and furniture budget. Conducted equipment evaluation and selection: computers, network hardware, laptops, computer labs and vocational education equipment.
- Building master plan. Using ArcGIS software, created various building maps and planning documents. Created the building fire evacuation maps. Designed color coded department maps.
- Coordinate the installation & support of 200+ printers, scanners and copiers of various brands and models. Install software and provide training to administrative staff as needed.

Information Technology Consultant, College Webmaster, GIS Lab Administrator   Oct. 1999 - 2004
College of Social & Behavioral Sciences, California State University, San Bernardino
Key Projects & Achievements:
- Formation of the CSBS Tech (college technical support & customer service program)
- Served as technical coordinator for the College of Social & Behavioral Science new building project (2000 – 2004). Responsible developing $2.1 million dollar technology equipment & furniture budget.
- Supervise 35 staff and student employees to provide technical support services to the college.
- Lead web development team of 4 programmers and graphic design specialists for the first California Council on Economic Education website. Worked with 3rd party company to deliver award winning economics literacy video content to statewide middle and high school students. Managed teacher access accounts.
- Develop CSBS Tech Bulletin to keep faculty & staff customers up to date on the latest tech news
- GIS Administrator for CSBS Geographic Information Systems Lab. Provided campus-wide support of GIS.
- Maintain College equipment inventory using GIS methodology

Independent Information Systems Consultant   1997 - 2018
Key Projects and Achievements:
- Tom's Farms - Furniture Information Systems. Provided product evaluation, selection, procurement and installation. Provide Point-Of-Sale and on-line shopping cart support. Generate weekly sales & inventory analysis.
- Provide inventory support – conduct onsite inventory, update inventory database, reconcile inventory value reports.
- Implement barcoding system for wireless inventory control – field scanning.

Geographic Information Systems Group Manager   1996 - 1997
ThirdWave Corporation, Los Angeles, CA
Key Projects & Achievements:
- Group manager overseeing multiple GIS projects including: Southern Cal Association of Governments (GIS High Occupancy Vehicle Network); City of Las Vegas Systems Integration Project (Spatial Database Engine); City of Los Angeles DOT Accident Mapping & Reporting Application; US West National Communications Infrastructure Project.

Geographic Information Specialist / Project Manager / Systems Administrator   1990 - 1996
Davis Demographics & Planning, Riverside, CA
Key Projects & Achievements:
- Development of the SchoolSite GIS mapping application. Arc Macro Language (AML) and INFO database programming. Created user guide and provided training to end user groups.
- Provided master planning services as well as user training and support including but not limited to the following school districts: Corona-Norco Unified School District; Saddleback Valley Unified School District; Los Angeles Unified School District; Escondido Union School District; and Castaic Union School

District.
- Utilize GIS software to maintain multiple school district student databases.
- Work with various public data sets including US Census abstract, County Assessor files, City street & utility data layers, and residential development data.
- Utilize custom programming skills to provide custom data products to school district clients.
- Work with outside provides to procure 3rd party data products and services.

Education   **1986 - 1990**

Education: Bachelors of Arts - Geography (Geographic Information Systems) – University of California, Los Angeles

Professional Development Training:
- Davis Demographics & Planning - ArcInfo, ArcView GIS Training
- Sun Microsystems – Certified Unix Systems Administrator
- ESRI – Spatial Database Engine Programming, AML/Avenue Programming
- Drupal Content Management System

Professional Development
- ITIL Foundation Certification
- PMP (In-progress)
- CSUSB Human Resource Management Professional Development Certificate
- CSU Sexual Harassment Training
- CSUSB Web Accessibility - ADA Website Compliance Workshops
- CSUSB Diversity Training
- CSUEU Certified Steward Training
- SMART Tech – SMARTBoard Training
- CSUSB ITS - Micro-aggression Training
- Adobe Creative Suite – Online Tutorials

Service & Awards

- 2020-21 Vice Chair, CSUSB Staff Council
- 2020-21 Director, Associated Students Incorporated (ASI) Board of Directors
- 2020-22 Member, CSUSB Diversity, Equity and Inclusion Board – Staff Sub-Committee
- 2019-20 Secretary, CSUSB Staff Council
- 2019 – 10-year Service Award – CSUSB LEAD Summit
- 2017-18 and 2018-19- Chair, CSUSB Staff Council
- 2017-18 and 2018-19 – Board of Directors, CSUSB Philanthropic Foundation
- 2017-18 – Member, CSUSB Administrative Council
- 2017-18 – CSUSB Taskforce on Shared Governance
- 2017-18 – CSUSB Collegiality Committee
- 2017-18 – Resilient CSUSB Taskforce
- 2017-18 – CSUSB Taskforce on Native American Student Success
- 2016 – President's Lifetime Achievement Award for Volunteer Service
- April 2012 - Golden Apple Award – Outstanding Employee Award
- Sept. 2011 - CSUSB President's Outstanding Employee of the Year Award
- Sept. 2010 - CSUSB President's Team Achievement Award (LEAD Summit)
- 2003-2005 – Chair, University Technology Steering Committee
- Sept. 2003 - College of Social & Behavioral Sciences Employee of the Year

References for Robert Garcia

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