ERICK LEMON

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PROFESSIONAL EXPERIENCE

Zone Technical Manager at Hospital Cooperation of America South Atlantic
October 2016 – June 2018

Strategic Technology Consultation
- ❖ Develops, coordinates, guides, and executes a Facility IT&S plan that aligns Technical Services with Facility business strategy and with Enterprise and Division business & IT strategy
- ❖ Builds positive relationships with Facility leadership team, Facility department directors & managers, and other Division leaders as dictated by the business organizational structure
- ❖ Represents Technical Services department on appropriate business committees
- ❖ Coordinates on-site management of Facility hardware & software
- ❖ Promotes & coordinates the management of compliance issues & projects
- ❖ Establishes, communicates, monitors, manages and ensures compliance with Service Level Agreements (SLAs) (e.g., service levels for Remedy incident resolution)

Project Management
- ❖ Project Portfolio & Project Implementation Management
- ❖ Manages, monitors & executes the Facility's portfolio of projects for technical services resources

Process Improvement
- ❖ Process Engineering: Improvement of Workflow through Technology, Utilization of Technology • Understands the implications of technology solutions to Facility workflow & operations & communicates to key stakeholders
- ❖ Identifies process improvement opportunities & challenges and communicates them to appropriate Division IT leaders for planning & action

Management of IT Personal and Resources
- ❖ Responsible for supervising IT employees supporting 3 hospitals and 2 Freestanding EDs throughout the state of South Carolina

SUMMARY OF QUALIFICATIONS

IT Professional with expertise in technologies used in multiple industry settings. Able to utilize excellent interpersonal communication skills and possess an exceptional background with the following technology concepts:

- ❖ Instructional Technology Management and Implementation
- ❖ IT Strategy and Development
- ❖ Network Management
- ❖ Hardware and Software Installation and Management
- ❖ IT Migration and Upgrades

Education

Masters of Science (Information Technology) Kennesaw State University 2015

Bachelors of Science (Technology Support and Training Management) University of South Carolina 2009

Associates in Science (**Computer Technology** Networking *Information Systems)* Trident Technical College 2004

Associate Director of Information Technology at Augusta University

July 2010 – October 2016

General Responsibilities

Strategic Technology Consultation

- ❖ Provide strategic direction, and operational management of academic technologies, IT field support services, and service desk.
- ❖ Implementation of Enterprise Technologies
- ❖ Develop and implement a strong information technology strategic direction in support of the enterprise objectives and mission
- ❖ Coordinate efforts of vendor implementations
- ❖ Coordinate and facilitate support across a wide variety of academic and information technologies
- ❖ Research; evaluate developing technology trends that may affect information technology service strategies.
- ❖ Lead Information Technology Advisory Committees for University

Project Management

- ❖ Provided training plans for major IT Software Implementations
- ❖ Implemented campus wide Course Evaluation software
- ❖ Assisted in the coordination IT Resources during enterprise merger

Proposed and Implemented technology solutions for National Library of Medicine Bioinformatics conference.

- ❖ Coordinate Implementation of new Audio Visual Technologies for Colleges.

Academic Technologies

- ❖ Design and manage content of Learning Management Systems develop and maintain customized documentation and training for Instructional Technologies
- ❖ Train end users in the usage of instructional technology
- ❖ Administer implementation of university testing system.
- ❖ Develop courses and case studies for faculty and staff
- ❖ Local course administration of Learning Management System

Management of IT Personal and Resources

- ❖ Responsible for supervising over 30 employees supporting University colleges at GRU Health Sciences campus and setting strategic priority for multiple IT campus unit

Instructional Systems Supervisor at Augusta University
October 2013 – October 2014 (Promoted)

General Responsibilities
- ❖ Serves as the lead Instructional Systems Analyst (ISA) responsible for supervising all field ISAs supporting each college at Augusta University
- ❖ Responsible for supervising 8 employees supporting University 8 colleges at Augusta University
- ❖ Coordinate and facilitate instructional support across 8 colleges.
- ❖ Direct administration and hands-on end user support of university academic technology systems
- ❖ Researched evaluated and recommended new developments related to digital media, web and mobile applications as they pertained to teaching and learning in an academic environment
- ❖ Coordinate and serve on appropriate steering committees, administer and coordinate surveys and assessments, administer and coordinate student evaluations
- ❖ Designed developed and maintained customized documentation and training for Instructional Technologies
- ❖ Led Instructional Technology Advisory Committee for University Merger Sub Committees on IT consolidation
- ❖ Work with users to manage content of LMS Systems
- ❖ Configure instructional technologies for end users
- ❖ Train end users in the usage of instructional technology
- ❖ Developed courses and case studies for faculty and staff
- ❖ Coordinate efforts of Vendor Implementations
- ❖ Implemented new instructional software in university college

Instructional Systems Analyst at
Augusta University
July 2010 –October 2013 (Promoted)

- ❖ Coordinate and facilitate support across a wide variety of academic and information technologies
- ❖ Provided administration and hands-on end user support of university academic technology systems
- ❖ Researched evaluated and recommended new developments related to digital media, web and mobile applications as they pertained to teaching and learning in an academic environment
- ❖ Coordinate and serve on appropriate steering committees, administer and coordinate surveys and assessments, administer and coordinate student evaluations
- ❖ Designed developed and maintained customized documentation and training for Instructional Technologies
- ❖ Led Instructional Technology Advisory Committee for University Merger Sub Committees on IT consolidation
- ❖ Administer Technology Implementation of University testing system.
- ❖ Work with users to manage content of LMS Systems
- ❖ Configure instructional technologies for end users

Adjunct Professor at ITT Technical Institute

March 2010 - August 2010

Technical Skills Used: Networking, Windows Sever 2003, VMware, Linux

- ❖ Instructed Students in principles of IT
- ❖ Developed test and lesson plans
- ❖ Taught Introduction to Networking
- ❖ Taught Introduction to Unix/ Linux Operating Systems
- ❖ Taught Windows Sever Administration

User Support Technician at Provost Academy

September 2009 - July 2010

Assist in the implementation of Provost Academy's technology vision

- ❖ Participate in technology committee to provide implementation of strategic technology plan.
- ❖ Assist in the migration and/or upgrades of new systems as needed including Windows Server 2003.
- ❖ Follow the school's Service Level Agreement (SLA) to ensure that users receive quality service
- ❖ Performing initial set-up testing and diagnosis of problems found on network

IT Admin Specialist Student Intern at Department Of Justice United States Attorney's Office

October 2008 - September 2009

Automated Litigation Systems Support

- ❖ Performing data-entry and periodic updates to case management databases and   software
- ❖ Performing initial set-up testing and diagnosis of problems found on network
- ❖ Assists the Systems Manager in providing PC user training
- ❖ (Project SEAHAWK) Procure and inventory technology for Terrorism Taskforce

Web Designer at University of South Carolina Business Link

January 2005 – January 2007

- ❖ Maintained and Created Websites for local businesses in the Columbia SC area.

Lead Internet Computer and Resource Education Technician at University of South Carolina Technology Services August

2004 - October 2008

- ❖ Maintain/Repair network client software and connections network.
- ❖ Troubleshoot educational software
- ❖ Train Users on University software and educational tools
- ❖ Perform installation updates to computer systems on network.
- ❖ In the absence of (ICARE Manager) serve as Lead Tech to other technicians.

Computer Lab Assistant at Trident Technical College

(Operations And Systems) August 2002 - August 2004

- ❖ Performed basic system checks