

Ryan T. Corcoran

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414/406-6717

WORK EXPERIENCE:

Director of Information Technology Services March 2015 – present

- Responsible for IT department consisting of 21 employees across 3 teams
- Fiscal responsibilities for all University technology purchases
- Provide technology and policy direction for the University

Manager of Infrastructure and Client Services July 2014 - present

- Act as a resource for planning, design, documentation and implementation of various systems, including HP/UX, Storage Area Networks, Windows Server 200X, VMware, Backup & Recovery Systems
- Supervise technical staff in Infrastructure, Networking and Client Services
- Serve as a liaison Provides IT support to capital and other related university projects
- Maintain positive, inclusive, and collaborative team relationships with internal and external partners
- Promote and maintain a customer-oriented focus on quality of service to include the building of working relationships across all constituencies on campus
- Assist in providing information for hardware and software for budgeting purposes.
- Collaborate across campus in the evaluation & review of new hardware, software & AV media purchases
- Primary technical leadership of Windows & VMWare server environment.
- Primary technical leadership and management of Microsoft Exchange, IIS, DNS, WINS, Active Directory and mail filtering appliance
- Oversee day to day technical management of the University's data centers
- Coordinate work with Application Services staff
- Provide primary support for all data backup and recovery processes and coordination of off-site storage
- Provide technical support to faculty, administrative and support staff
- Provide technical support in coordination with the network administrators
- 24x7 on-call support

Systems Administrator; Carroll University December 1997-June 2015

- Responsible for 150+ physical & virtual servers
- Mail administrator for Exchange 2007 & Google Mail for education
- Primary administrator for University's ERP system running HP-UX
- Primary administrator for all University backup systems
- Manage all account creation and deletion of user accounts
- Primary administrator for Microsoft Active Directory services
- Primary SAN/Storage administrator

Computing Intern; Carroll College January 1996-December 1997

- Assisted on HP-UX server administration
- Assisted in network switch setup and wiring
- Assisted Windows server & storage administration
- Assisted in campus wiring projects

SKILLS:

- Microsoft Office Suite XP-2013
- Microsoft Visio 2013
- Windows OS XP – 8.1
- Windows Server OS 2003 – 2012R2
- Project Management
- Enterprise Backup solutions
- Strong customer service skills
- Effective verbal and written skills
- Ability to learn new technologies independently
- Problem solving skills
- Ability to think "outside of the box" when aligning systems to client needs
- Self-motivated and strong work ethic
- Network management and monitoring tools
- Knowledge with configuring implementing wireless access points
- HP-UX and various Linux versions
- VMware and Hyper V platforms
- Basic setup and switch configuration

REFERENCES:

- David Davis – Davis Computer Services, Inc.
ddavis@dcswww.com 815/218.1816
- Jayne Thoma – United Way of Greater Milwaukee & Waukesha
jayne@unitedwaywaukesha.org 262/547.8459

EDUCATION:

Bachelor of Science in Business Administration

Carroll College, Waukesha, WI Sept 1996- May 2002

PROFESIONAL ACTIVITIES:

- Board of Directors – United Way of Waukesha County
- Chair of the IT Committee – United Way of Waukesha County
- Member of the IT United Council - United Way of Greater Milwaukee & Waukesha County
- Member of the IT Committee – United Way of Greater Milwaukee & Waukesha County
- Member of the Waukesha County Sheriff Citizens' Academy Alumni Association (WCSCAAA)