

FRED EAKER

fredeaker@gmail.com

Over 15 years of progressive experience in information technology including strategic leadership, management, system administration, and support.

N.C. STATE UNIVERSITY

AUGUST 2007 – PRESENT

**Assistant Director, Technology Services
Division of Academic and Student Affairs (DASA)**

May 2012 - Present

Serve as member of five-person leadership team and lead eight-person tech support team in absence of the Director. Participate in strategic planning including stakeholder sessions, feedback review, and external review. Represent the strategic and operational needs of supported departments on campus committees, workgroups, and in consultation with vendors. Recruit, train, manage, and develop one full-time staff member who supports the Health and Exercise Studies Department. Regularly coordinate recruitment and training of six student staff.

- Technical Project Management
 - Strategically design and manage Active Directory OU structure and Group Policy for 40 OUs.
 - Plan, coordinate, and implement multiple migrations for up to 18 OUs consisting of 400 computer objects along with 1 TB of file storage for 18 departments.
 - Provide ongoing strategic guidance and project management for operational support staff in Active Directory, Group Policy, and systems administration.
- Security and Compliance
 - Plan and implement security controls for management of highly sensitive data (SSN) including collaboration with Student Information Systems (SIS) to integrate and maintain FERPA and HIPAA-compliant data feeds into critical systems.
 - Coordinate security, compliance, and accessibility review of third-party cloud-based software.
 - Collaborate with central IT unit (OIT) to plan support for departments in scope for PCI compliance including the design and testing of dedicated payment workstations.
- Information Technology Infrastructure Library (ITIL)
 - Develop and formalize internal IT policy and controls to improve operations, security, identity and access management (IAM), and change management.

**Technology Support Analyst, Technology Services
Division of Academic and Student Affairs (DASA)****April 2010 – Present**

Provide both strategic and operational tech support and systems administration to the University Recreation and Physical Education departments.

- Implement statistical monitoring, preventive maintenance, and multiple upgrades and server migrations for critical client-server application ([RecTrac](#)) supporting 10,000 daily transactions and 50 GB of live, backup, photos and receipt files with 99.9% up-time hosted on VMWare Windows 2012 R2 server.
- Provide operational support for 100 computers, 30 iPads, 4 digital signs, 7 classrooms, 4 conference rooms, 15 point-of-sale computers, in use by 30 professional staff, 40 faculty, 400 student staff, and 400 GB of managed file storage.
- Migrated 100 computers from XP Novell to Windows 7 Active Directory.
- Designed Active Directory OU structure and Group Policy to support evolving business processes and applications.
- Plan and implement A/V technology for 2 high-profile events per year.
- Manage \$30,000 yearly budget for 5-year technology replacement plan.
- Resolve an average of 80 Incidents per month.
- Supervise 30 hours of student desktop support per week.

**Systems Administrator
Student Media Department****August 2007 – April 2010**

Maintained hardware, software, and LAN consisting of 15 PC and 20 Macintosh clients, and 5 Red Hat Linux servers which supported the workflow of photography, sales and administrative staff, 6 web sites, daily newspaper, weekly newspaper, yearbook, and 24/7 broadcast radio station with internet simulcast and campus TV channel.

- Continuously identified and addressed client and server security and backup issues to insure business continuity, resulting in 95% up-time across all production systems.
- Contributed to managerial decision making by producing annual technology plans and analyzing web site statistics to produce monthly reports.
- Conducted training and develop web tools to support migration to new web-publishing platform for daily newspaper.
- Cross-functionally collaborated with business office manager and student photographers, improving customer service for photo reprints web site.
- Implemented PHP-based infrastructure to support new web content including a music event database and WordPress RSS blog aggregation, both of which generate 10% of traffic to web site. Migrated and maintained 5 web sites in WordPress.

BHAKTIVEDANTA ARCHIVES

AUGUST 2002 – JUNE 2007

Systems Analyst/Developer

Co-led organizational strategy to improve efficiency with information technology. Increased utilization of current assets by 60% while implementing new, cost-effective IT infrastructure resulting in a 100% increase in productivity.

- Centralized LAN access to 2 TB of digital assets by implementing a mass storage system backed by a Linux file server.
- Converted 60 years of proprietary, unstructured data from legacy systems into XML with PHP.
- Re-engineered e-commerce website with 300+ products using PHP and MySQL.
- Designed and developed Java-based prototype for an open source, web-based digital asset management system (vyasa.sourceforge.net).

N.C. DEPARTMENT OF TRANSPORTATION AUGUST 2001 – AUGUST 2002

Computer Consultant I

Assisted senior computer consultant in maintaining state government information systems across 5 counties (2,470 square miles).

- Personally responded to an average of 7 on-site calls per week with 95% same-day, problem resolution.
- Performed comprehensive maintenance of PCs, networks and peripherals to improve on-site productivity.

CERTIFICATIONS

ITIL V3 Foundation, December 2014
Pathways Leadership Development, May 2013

TRAINING

50255 Managing Windows Environments with Group Policy, May 2016

6451 Planning, Deploying and Managing Microsoft System Center Configuration Manager 2007, January 2012

EDUCATION

Master of Liberal Studies

Gandhian Ethics and Social Justice
December 2018
N.C. State University
Raleigh, NC, GPA 4.0

Bachelor of Science, Information Systems and Operations Management

Concentration in Information Systems
December 2001
University of North Carolina at Greensboro
Bryan School of Business and Economics
Greensboro, NC, GPA 3.67