

FTE Count = 5 Director (1) Senior Programmer/Systems Analyst (2) Systems Analysts (2)	Responsibilities Matrix for Information Technology Sources: Job Descriptions, Technology Support Index, Other Documents Application Services Jeff Cantwell - Director Supervision & Management of Application Services Staff Banner DBA Banner Implementation and Support Business process support for Human Resources Business process support for Admissions & Records Business process support for Financian Services Business process support for Student services Business process support for Business Office Business process support for Financial Aid Data Warehousing and Reporting Documentation System Administration (Banner) Degreeworks server and administration MIS term and annual data submission support VTEA data submission support SARS server Accuplacer support CCCApply support Official Payments support Official Payments support Workorder Management (Apilication Services) Descriptions SI A A D D D D D D D D D D D
FTE Count = 4.5 Director (1) Enterprise Systems Specialist (2) Technology Support Technician (.5) IT Support Specialist (1)	Enterprise Systems Jeff Enz Director Supervision & Management of Enterprise Systems Staff Phone System Administration Data Center Administration Network Planning and Security Network Management and Administration (Wired/Wireless) Documentation Workorder Management (Sys Admin & Enterprise Systems) Remote Access (VPN) Administration Patch Management (Desktops and Servers) Active Directory Administration Patch Management (Desktops and Servers) Active Directory Administration Paddress Administration Paddress Administration Patch Monitoring and Diagnostics Cable Plant Management MS Exchange Administration Server Virtualization Data Backup and Disaster Recovery Storage Area Network (SAN) Mobile Device Integration with Enterprise Fax Services SPAM Filter Management End User Support Somputer Inaging Campus Computing Support Anti-Virus Administration Desktop Computing Support IP Camera Systems Digital Signage
FTE Count = 3 Online Services Architect (1) Publications Design Coordinator (1) Mailroom/Office Assistant (1) *ImageSource contract	Online Services and Print Management Omar Ramos - Director/Architect Manage and Maintain Official IVC Web Presence(s) Content Filtering and Monitoring Identity Management Student Email and Application Services (Live@EDU) Web Applications User Community Management Documentation Student and Community Communication Systems Collaboration, File Sharing, and Web Publishing Workorder Management (Web Development) Secure Authentication, Authorization, and Provisioning LMS Support Home Use Program Reprographics Print Services Copy Services Copy Services Application Training and Support