

Chesley G. Black

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WORK EXPERIENCE

Johnson & Wales University

Charlotte, North Carolina

Director of Campus Services

July 2006 – Present

- Oversee and provide leadership for departments within the Division of Campus Services including Bookstore, Facilities Management, Information Technology Services and Printing & Mailing Services; supervise a combined annual budget of over \$8 million; serve as Director of Information Technology Services (“ITS Department Head” duties listed below)
- Develop innovative quality programs, tools, methodologies, and reports for improving customer service, processes, reliability, and retention (service evaluations, facility inspections, comment cards, mystery shopping); educate, mentor, and develop department heads and managers to be skilled experts in the application of quality systems
- Oversee the physical plant and work with executive leadership and the Director of Facilities Management to ensure functional and attractive facilities and landscaping; research and implement special projects to initiate environmentally friendly and cost saving programs throughout the campus
- Serve as Check-In Committee Chair and work with the team to ensure effective planning, communication, and coordination of services throughout the campus; serve on various campus and university system-wide committees, councils, and task force teams; represent the interests of the university in local, regional, and national committees, organizations, and other collaborative efforts
- Respond to emergencies and assist with emergency management, risk management, business continuity, and disaster recovery planning and preparedness

Manager of Information Technology Services (ITS Department Head)

March 2004 – June 2006

- Direct and manage operations of the department including information systems (applications, survey research, web development), infrastructure (networks, security, servers, cable television), field services (imaging, hardware, printing, audiovisual), academic computing (instructional technology, smart classrooms, computer labs), telecommunications (phones, voicemail, fax, cell phones, call centers), technical support (service desk, technology training), and project management (technology planning, capital and special projects)
- Recruit, orient, supervise, train, evaluate, and recognize full-time professional staff, part-time paraprofessional student employees, and federal work study students; identify and set annual staff and departmental goals that can be measured and assessed
- Communicate, consult, collaborate, and cooperate with departments, administration, students, and advisory groups to develop appropriate policies and programs; build trust and develop effective working relationships between ITS staff and constituencies
- Create and manage operational budgets; develop campus capital budget requests for technology; receive and monitor invoices and ensure on-time payment
- Develop and manage contracts and vendor relationships (purchasing, leasing, warranty, outsourcing, maintenance, service); monitor milestones and ensure compliance; expedite the delivery of goods and services
- Build, prioritize, and manage IT projects and provide status reports to the campus and university communities; produce and provide reports on the status of JWU’s technological posture to executive leadership
- Assess, purchase, deploy, and support technologies consistent with campus objectives and university guidelines; develop documentation, standard operating procedures, and service level agreements
- Provide leadership for the campus Voice over Internet Protocol (VoIP) telephone system (equipment, hardware, software, call flows, call centers, call management, call accounting, historical reporting)
- Monitor and manage the campus data center/main distribution frame (MDF), data closets, and application systems to ensure systems are functioning properly
- Develop and administer survey research projects; provide direct assistance and consultation on survey design, questionnaire development, data collection, data analysis, and reporting

The University of North Carolina at Charlotte Department of Housing and Residence Life

Charlotte, North Carolina

Assistant Director for Technology

July 2001 – March 2004

- Directed and managed operations of the Technology Services Office; served as member of the departmental “Central Staff” management team; served as liaison to other IT departments, divisions, and constituents
- Supervised, directed, and trained full-time professional staff, part time paraprofessional student staff, and a Graduate Assistant

WORK EXPERIENCE (cont'd)

- Developed and coordinated IT infrastructure and systems including planning, budgeting, forecasting, replacement cycles, and integration of new technology standards
- Managed vendors, contractors, and software developers to ensure that business practices, needs, and requirements were translated, designed, tested, and implemented appropriately into production
- Served as primary network and server administrator; coordinated systems analysis and applications development; provided direct hardware, software, and end user technical support and training
- Coordinated and managed Residential Academic Computer Labs (facilities, equipment, staffing)
- Coordinated and managed closed-circuit cable television network channel (programming, movies, commercials, music, news, informational slides)
- Designed, developed, maintained, and promoted departmental and specialty marketing websites
- Responsible for departmental marketing, strategies, advertising, and publications (print and online)
- Provided expertise for the development, implementation, and support of cross-departmental and divisional projects; served on various university and UNC-system marketing and information technology committees and project teams

East Carolina University
Division of Student Life - Marketing Office

Greenville, North Carolina

Information and Communication Specialist

January 2001 – June 2001

- Reviewed divisional and departmental website requests and determined the best translation into information architecture/physical web design with emphasis on speed and accuracy
- Designed and developed divisional web content; trained departmental web reps in content management; produced divisional marketing materials and presentations; organized, executed, and supported events
- Responsible for compiling and organizing information/data, content development, project management, and information dissemination on projects intended for broad internal and external audiences
- Served as departmental liaison to the central Information Technology & Computer Services Department; served on various university marketing, technology, and web committees

Web and Multimedia Designer

January 2000 – January 2001

- Designed, developed, maintained, and promoted departmental and specialty marketing websites
- Provided effective project management of complex design assignments involving committees and focus groups
- Audited websites for consistency and style guide compliance while maintaining large directory structures
- Produced multimedia materials and presentations utilizing various mediums of technology

EDUCATION

East Carolina University

Greenville, North Carolina

- Master of Science in Instructional Technology
- Graduate Certificate in Performance Improvement
- Bachelor of Science in Business Administration (BSBA)
Major: Decision Sciences, Concentration in Management Information Systems (MIS)
- Certificate in Business and Technical Communication

SKILLS

- Microsoft Windows XP/Vista/7, Windows Server, Exchange Server, OWA, Office 2007 Professional, SharePoint, Project, Visio
- Novell NetWare Networks, ConsoleOne, ZENworks for Desktops, Application Launcher
- Voice over Internet Protocol (VoIP) telephony, Cisco AVVID, CallManager, Unity, IPCC ACD
- Web Development/Management: HTML, XML, ASP, Java Script, Form Design, CSS
- Adobe Creative Suite 4 (CS4) including InDesign, Photoshop, Illustrator, Acrobat Pro, Flash, Dreamweaver, Fireworks, Contribute
- SunGard (SCT, Campus Pipeline) Banner, Luminis, TouchNet, CBORD, RMS, MICROS
- Remedy Service Desk, HelpSTAR, TMA, TeamWORKS, Documentum
- APC InfraStruXure, Packeteer PacketShaper, Altiris, DameWare, pcAnywhere