

## KINGSBOROUGH COMMUNITY COLLEGE OFFICE OF INFORMATION TECHNOLOGY SERVICES

Asif Hussain Chief Information Officer Academic Development and Blackboard Distance Learning/ Special Projects Class Room \Lab Networking\Telecom Services Academic Services Application Development Service: Client Services Web Services Operations Group Training Services Infrastructure Services Maintain administer and implement

Provides full support for all college

Anti-Virus/Anti-Spam/Malware

Technology in the Classrooms

Implementing website accessibility Development Technology in the Classrooms (Projectors / Podium PC's / Thin Program analysis, application faculty and staff via IT Service Desk (ITIL KCC Web Events Calendar Student Laptop Loan Program Campus Intranet - Inside KCC Blackboard functionality for college Clients- Second level support) methodology). Field calls and e-mail design, application evelopment, wide course deployment each Audio/Video/Web Conferencing

Data Manage KCC (CMS) website front- and Blackboard Hybrid Web Applications legacy system maintenance and from faculty and staff, resolving I.T. Provide support for computerized semester. Center Management support are some of our Faculty Laptop Loan Program class rooms infrastructure including Coordinate with the CUNY Digital Signage ●File/Print Monitor web analytics Provide College workstations operation functions.Collaborate with Thin Clients Blackboard Management Counsel Honors Laptop Loan Program Management for Staff computer manufacturers and and maintenance Training web liaisons group on on-going Blackboard system other users to develop new Instructional Computer Labs Internet Connectivity changes and implementations; advise Provide Campus e-mail system support Business Desktop Image Management Web Database management/creation programming methods in use of and prepare college for such changes.

Provide Printer Server Management/ Open Computer Labs (L-100 & IT Risk/Disaster Recovery Planning and new technologies. Student Active Directory Cyber Lounge M-200) Conduct training sessions for faculty **Implementation** Printer Inventory Management and Provide user access and support and staff on using the Blackboard deployments of printers Provide Laptop Cart with Wifi Level 3 Tech Support for Staff Users to CUNYfirst, Degreeworks, Providing support for CUNYfirst for Staff
 Network Routers/Switches Hardware Student Email Learning Management System. access for internet access for Shadow systems. Namely Assist faculty members in designing non -computerized rooms. Student Server Operations and and Faculty related to claiming accounts, Student Admission Management their courses in a face-to-face, hybrid rosters and Grading Scheduling of Instructional Management System (SAM); Teacher Remote Access for Staff and on-line environments using the Provide workstation disaster recovery Computer Labs Evaluation System, Next English plan coordination and implementation | • Server Hardware/Software various tools in Blackboard System and Test Score System. STEM Lab support Advise/ recommend to academic Management Providing technology advice and Student HelpDesk ( eMail, Implement, maintain and departments and the college Staff Email Management consultation to departments and CUNY first, Blackboard, support Degree Works community on best-practices and facilitating access to experts Wired/ Wireless Network Connectivity Digication, Degree Audit, CUNY applications like Transfer how to use Blackboard to their Provide Multi-function copier operation, Portal, ePortfolio, etc.) Articulation (TreQ) advantages for administrative and Wireless Access for Staff/Students/ application development and legacy instructional purposes. Technology in the Classrooms Guests (identity management) copier maintenance and support Implement, maintain and (Projectors / Podium PC's / Thin Support and troubleshoot faculty and Provide secure password recovery via student course issues in using the Clients- First level support) applications. Admissions Office, phone or the local self-support option. Blackboard system. Student WiFi Support Human Resources, Health Perform Configuration & deployment of Services and Tutorial Services new and upgraded PCs are some of the departments Perform computer inventory and that PC-based applications were developed for. maintain RFID system for inventory. Academic Development and Operations Group

Application Development Services

Blackboard Distance Learning/Training Services Networking\Telecom Services Special Projects Class Room \Lab Academic Services Infrastructure Services