

Steven F. McLeod, MBA

Associate Chief Information Officer · University of North Georgia · Dahlonega, GA 30597

EDUCATION

Kennesaw State University

Masters of Business Administration, 2007 - 2009

North Georgia College and State University

Bachelor of Science, Computer Science, 2002 – 2004

Cum Laude

Trident Technical College

AS, General Science, 1996 - 1998

Magna Cum Laude - Phi Theta Kappa

SUMMARY

A multi- skilled IT executive and manager, experienced strategic and tactical leader, manager and team builder. I have expertise in IT service and operations management, IT and industrial project management and IT consulting. Specific skills include: IT service management, enterprise level computer systems management, computer and peripheral repair, electronics repair, technical and academic Instruction.

SPECIALTIES

- Leadership and management
- Budget management
- IT Service Management
- Project Management
- Quality Assurance and Quality Control
- Microsoft and Apple Operating Systems
- Programing in C, C++, and Java
- Microsoft Office products
- Business and IT service and project management applications
- Technical, policy development, procedure development and writing
- Electrical control systems and electronics
- Damage control, emergency management and physical security

PROFESSIONAL EXPERIENCE

2013 – Present University of North Georgia

Associate Chief Information Officer

As Associate Chief Information Officer, I am accountable to the Chief Information Officer for IT operations on two of the University's four campuses. I provide strategic and tactical leadership to the IT Services team at the Dahlonega and Cumming campuses. This IT Services unit is responsible for delivering fast, friendly, dependable and customer-oriented services to support users of technology at the University through the application of ITSM best practices. The technology customer base served consists of more than 7,000 end users, which use over 2000 university owned computing devices. Additionally, as Associate CIO, I assist the CIO in overall IT administration, budget management and leadership for the IT Division at the University.

This leadership role is accountable for the following areas:

- **Technical Support Services** – Provides tier I and II desktop, mobile device and peripheral service, repair and request fulfillment in the field. This group is an authorized warranty repair facility for Dell equipment
- **Service Desk** – Provides tier I support via phone, email and walk-in service for 200+ lines of business for the University, which includes repair of student, faculty and staff computing equipment. This group is also an authorized warranty repair facility for Dell equipment
- **Instructional Technology Services** – Provides complete support for Video Conferencing, Lecture Capture, Distance Learning, Classroom Technology, Video Streaming, Event Support and all campus AV needs
- **Systems Engineering and Data Center Operations** - Provides Server and Storage solutions for the two campuses

The Services Team utilizes industry best practices derived from ISO/IEC 20000, ITIL, HDI, PMI/PMBOK and Six Sigma, and integrates these practices into its processes.

August 2012 – January 2013 North Georgia College and State University

Interim Chief Information Officer

As Chief Information Officer, leads University Information Technology in the consolidation of two institutions with a combined 16,000 students, 2,000 faculty and staff and four campuses. This position is responsible for University IT strategy, innovation, operations, information security, and exceptional customer service.

2009 - 2012

North Georgia College and State University

Associate CIO for IT Services

As Associate Chief Information Officer for IT Services, I provided strategic and tactical leadership to the IT Services team; delivering fast, friendly, dependable and customer-oriented services to support users of technology at North Georgia College and State University through the application of ITSM best practices. The University's technology customer base is approximately 7,000 end users, which use over 2000 university owned computing devices.

This leadership role oversees five teams of technology professionals:

- Technical Support Services – Provides tier I and II desktop, mobile device and peripheral service, repair and request fulfillment in the field. This group is an authorized warranty repair facility for Dell equipment
- Service Desk – Provides tier I support via phone, email and walk-in service for 140+ lines of business, which includes repair of student, faculty, and staff computing equipment. This group is also an authorized warranty repair facility for Dell equipment
- Instructional Technology Services – Provides complete support for Video Conferencing, Lecture Capture, Distance Learning, Classroom Technology, Video Streaming, Event Support and all campus AV needs
- Identity and Access administration – Creates and maintains all user accounts for email, network, and business information systems. Administers email, printing and password reset services
- Training Administrator – Administers the University's online Learning Management System, provides end user training, coordinates IT internal and external training and the IT qualification program.

The Services Team utilizes industry best practices derived from ITIL, HDI, PMI/PMBOK and Six Sigma, and integrates these practices into its processes.

In addition to the aforementioned role, I acted as the IT Academic Consultant and Project Manager.

2005-2009

North Georgia College & State University

Client Services Manager

Managed a team of IT professionals providing the tier I, II, III desktop, mobile device and peripheral service, repair and request fulfillment for the campus. Also supervised management of the Help Desk, which provides tier I support via phone, email and walk-in service for 140+ lines of business, including repair of student, faculty and staff personal computers. These groups are an authorized warranty repair facility for Dell computing equipment.

2005 **ITT Technical Institute**

Computer Systems Instructor

Computer and eLearning Instructor: Provided instruction at the associate's degree level. These classes lead to a degree in computer information systems and industry certification.

2004 **Crystal Computer Corporation**

System Engineer

Programmer and GUI developer - coded drivers for satellite and broadcast equipment and developed graphical user interfaces for control systems.

1982-2002 **US Navy Submarine Force**

1993- 2002 **Maintenance and Materials Management Coordinator**

Portfolio manager for the refit of US Navy nuclear submarines, responsible for multi-million dollar projects scaling from 70,000 to 150,000 man/hours per month.

1991-1993 **Electronics Division Leading Chief**

Lead a team of seven in the operation, maintenance and repair of Submarine Electronic Systems. Operated the Ship Control System, Atmosphere Control System and supervised the crew in daily operations.

1982-1993 **Electronics Technician**

Operated and maintained the electronics systems aboard nuclear submarines

PROFESSIONAL AFFILIATIONS

Project Management Institute

CIO Executive Council

ITSM Academy

HDI

Tech Republic

American Legion

CPOA

