

Mark S. Crosby, Jr.

EDUCATION

Master of Science in Information Technology, <i>University of Massachusetts Lowell</i>	2022
Bachelor of Science in Computer Science, <i>SUNY Oneonta</i>	2016
Bachelor of Arts in Computer Art, <i>SUNY Oneonta</i>	2012

EXPERIENCE

Manager of End-User Services, *SUNY Cobleskill* Jan. 2021 – Present

- Manage classroom upgrades and ITS projects, including policy development
- Work closely with Facilities and Technical Services for smart/hybrid classroom upgrades
- Communicate with campus departments about upgrades and IT updates
- Oversee End-User Services team in assistant director's stead
- Assist procurement officer with budget and purchasing process
- Supervise the End-User Support Specialist
- Carry out ITS Helpdesk Coordinator responsibilities as required

ITS Helpdesk Coordinator, *SUNY Cobleskill* Aug. 2017 – Jan. 2021

- Managed academic software for the campus
- Implemented technology training and support sessions for staff
- Taught one semester of CITA 115 – Computer Operating Systems
- Led a team of 8 to 15 students during regular semesters and summer session
- Supervised the Digital Media Technician

Digital Media Technician, *SUNY Cobleskill* Nov. 2016 – Aug. 2017

- In charge of all technology-related needs for campus events
- Installed, maintained, and troubleshot audio and video equipment
- Responsible for punctual and reliable set-up and take-down of equipment
- Worked closely with faculty, staff, administrators, and guest speakers

IT Technician, *Oneonta City School District* Feb. 2016 – Nov. 2016

- Maintained software utilized by elementary, middle, and high schools within the district
- Installed and replaced computers
- Updated and organized network cabling and servers
- Answered phone calls from faculty and staff

IT Technician, *SUNY College at Oneonta* Jan. 2009 – May 2016

- Maintained all computer labs on campus and at Cooperstown Biological Field Station
- Installed and updated all software utilized in department computer labs
- Replaced outdated hardware in computer labs
- Assisted students and faculty with documents, computer usage, and printing onsite

TECHNICAL SPECIFICATIONS

- Software and coding applications: C++, C#, Java, MySQL, Python, Visual Basic
- Operating systems: Windows 10, 11, Linux, Mac OS X
- Operated and maintained a broad spectrum of hardware and equipment in educational and administrative settings
- Experienced with agile project management and cyber security procedures/laws
- Possess strong writing, communication, leadership, organizational, and technical skills