Expectations of Information Technology
The Carson-Newman Information Technology Department will demonstrate continuous effort to improve operations and reengineer work processes to ensure that the strategic objectives of the College can be adequately supported and delivered through the use of existing and cutting edge technology.

Organizational Structure
The Department of Information Technology is headed by the Chief Information Officer who reports directly to the Provost and Chief Academic Officer. The organizational chart below outlines the reporting structure within the department.

Support Functions and Services
The following support functions and services are provided to all faculty, staff, students and departments of Carson-Newman. This includes 155 full-time faculty equivalents, 1804 full-time student equivalents, 143 full-time staff equivalents, and over 50 different academic and administrative departments.

General
- Project Management
  - Provides faculty & staff current pricing for Carson-Newman hardware & software procurement
  - Collaboration with various College offices to develop effective computing and other technology-related solutions
  - Best Practices for standardization and implementation
  - Researches, recommend and implement emerging technologies, creating an environment fostering innovative teaching and learning with technology.
- Security
  - Firewalls
  - System Account management and Authentication: Active Directory and LDAP services
  - VPN Connectivity and Support
  - Server level virus/intrusion protection
  - Data Encryption
MIS Auditing
System Controls
Disaster Recovery Planning of IT Systems
Password Maintenance
Virtual network/desktop connections

Governance
Information Technology Policies including: Acceptable Use, Access Control Policies
Standard Operating Procedures
Budget and financial planning
Best Practices, standardization and implementation
IT Technology Procurement approval and oversight
Maintain license subscriptions, inventories and compliance

Network & Systems Services

Network
Network engineering, design and maintenance of the campus network infrastructure including: servers, SANs, routers, switches, hubs, wired and wireless devices, etc.
Internet Access, which includes bandwidth monitoring and management
Installation and support of College-wide network applications including: Microsoft Office, SharePoint (EagleNet), Exchange (e-mail), Edvance360 (online learning management system), File and Print services (network shares and print monitoring/routing), etc.
Application of patches, revisions and updates
Off-site backup for network data
Delivers one-to-one and workshop network technology training to the end-users

Systems
Manages Centralized support for faculty, staff, and students which includes a walk-in help desk Monday – Friday during business hours in the academic year as well as a 24x7 self-service online library of white paper documents, videos, knowledge base and training links.
Configures, installs, and repairs PCs, Macs, printers, projectors and other equipment as appropriate to campus computing technology
Installs and tests software
Maintains equipment inventory which includes warranty, maintenance support and other vendor related agreements
Delivers one-to-one and workshop technology training to the end-users
Maintain the Faculty & Student Technology Handbooks and Materials
Maintain the Information Technology web and intranet sites
Attend and present at events and conferences to promote the awareness of Carson-Newman technological

Enterprise Resource Systems
Planning, implementation, development, and maintenance of information management Enterprise Resource systems supporting administrative functions of Carson-Newman. (Datatel/Collegue, WebAdvisor, Informer, C-N Connect)
Maintains the Enterprise Servers
Database integration to other campus systems
Enterprise document imaging
Information Reporting
• Collaboration with various College offices to develop effective computing and other technology-related solutions
• Delivers one-to-one and workshop Information Systems training to the end-users

New Media Sources and Systems
• Coordination and enhancement of new media engagement available to major marketing efforts of Carson-Newman
• Provide training to academic and staff content managers
• Research and recommend new digital media and mobile media acquisitions
• Assist departments with online surveys and forms

Online Learning
• Collaborate with college personnel in the development and delivery of online courses, and graduate and undergraduate online education programs (credit and non-credit).
• Planning and promoting professional development opportunities for faculty and staff in the areas of designing online courses, enhancing online teaching skills, and effective technology integration in the online environment.
• Teaching professional development face-to-face and online workshops in the areas of online instruction, instructional design
• Meeting with faculty members and academic program administrators to plan and develop online courses and programs.
• Researching and contributing to the research of best practices for online teaching, technology integration and professional development of faculty teaching.
• Collaborating with C-N Director of Institutional Effectiveness by providing statistical demographic data on online students and course offerings and assessing student satisfaction with instruction, programs, and services.
• Assist online faculty in the implementation and development of course content via the Learning Management System
• Research, analyze and evaluate new technologies for potential applications in face-to-face and online course delivery.
• Maintain the Online Learning Website
• Maintain the Online Learning Faculty & Student Handbooks
• Participate in any faculty committees as designated by the Provost
• Report and record data in support of verifying SACS compliance

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