About Information Technology Services

With the departure of User Support Services Director Steve Darnall, ITS has taken the opportunity to do a little reorganization to best apply existing skillsets in the department to the current needs of HSU. As a result, the old User Support Services group is being redistributed across two units. Effective July 1st 2014, Jeanne Wielgus is Director of User Support Services and we will be recruiting a new Director of Client Technology.

Check out the updated roles, responsibilities, and organization chart for ITS. [1]

Information Technology Services (ITS) is responsible for all aspects of innovation, implementation and maintenance of information technology across the Humboldt State University campus, as well as integration with appropriate IT services across the other 22 California State University system campuses and the Chancellor's Office.

Read the HSU Information Technology Roadmap for 2014-2016 [2]

The principal elements of HSU ITS are:

Office of the Chief Information Officer **[3]**

The CIO's Office coordinates information technology planning and policy development for Humboldt State University and is HSU's principal point of contact with the California State University system and external organizations regarding information technology issues and activities.
CIO: Anna Kircher
Van Matre Hall, Room 200
Phone: (707) 826-3815

Administrative Support **[4]**

The ITS Administrative Support team is responsible for all business functions for the ITS group. They handle budgets, purchasing, payroll, human resources, travel, contracts, and policies that relate to all ITS departments. In addition, the team also processes Access Request Forms [5] for campus users and schedules Gist Hall rooms 211C and 111 for campus use.
Director: Mary Ann McCulloch
Van Matre Hall, Room 211B
Phone: (707) 826-6107

Enterprise Technology

The ITS Enterprise Technology group takes care of the behind-the-scenes technology infrastructure at HSU, designing, planning and implementing the resources in the Van Matre Data Center as well as keeping the networks, phone systems, and other back-office support services humming along. This group also incorporates the office of Information Security.
Director: Josh Callahan

Van Matre Hall, Room 202
Phone: (707) 826-3815

Information Systems

This group manages campus information technology project efforts, including enterprise data management and application design and development teams, the HSU identity management system, the CSU-wide Common Human Resources System, and our ever-expanding data warehouse resource requirements.
Director: Bethany Rizzardi
Van Matre Hall, Room 207
Phone: (707) 826-4204

User Support Services **[6]**

User Support Services encompasses the Technology Help Desk [7], training, and desktop management, and is responsible for ensuring the smooth functionality of on-campus information technology and multimedia systems for students, staff, and faculty. This group also takes care of all student-facing technology - smart classrooms, labs, clickers, Moodle [8], media production and distribution - as well as driving innovation in the use of instructional technology at HSU.
Director: Jeanne Wielgus
Gist Hall, Room 211 & 213/Library 120/Theater Arts, Room 12
Phone: (707) 826-HELP (4357)

Client Technology **[9]**

The Client Technology group encompasses the interdisciplinary computer labs, research labs, and student computing resources, learning management systems (Moodle), documentation, and a newly-assembled Client Technology Integration team.
Director: TBD
Location: TBD
Phone: TBD

ITS Project Office **[10]**

The HSU ITS Project Office defines, implements, and delivers information technology services and solutions in support of the University's goals and priorities and in collaboration with cross-campus project teams. The office also cooordinates process improvement initiatives across ITS, curates the ITS website, and provides communications services to ensure continued currency of IT information on campus.
Director: Melinda Haynes Swank
Gist Hall, Room 209
Phone: (707) 826-5080

View the comprehensive ITS organization chart [11]

View the ITS goals for 2014-2015 [12]

Related Topics

About [13]

Source URL: http://www.humboldt.edu/its/about

Links:
[1] http://www.humboldt.edu/its/about
[2] http://www.humboldt.edu/its/sites/its/files/docs/admin-support/ITS%20Roadmap%202014-2016%20%281%29.pdf
[3] http://www.humboldt.edu/its/cio
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