

## ***Terri L. Vaughan***

**OBJECTIVE** Support computer systems and the humans who use them by providing the highest caliber of customer service, technical skill and training.

**EDUCATION** Graduate, Waukegan East, Waukegan, IL, 1978  
Clemson University, 17 credit hours, GPA:3.95

### **CERTIFICATIONS AND ACCOMPLISHMENTS**

Certified Novell Administrator, 1998  
Internet and Core Computing (IC3), 2003  
Microsoft Office Specialist, 2003  
Apple Certified Help Desk Specialist, 2006  
National Coalition Building Institute Trainer, 2004  
PHP/MySQL, 2006  
Apple Certified Support Professional, 2008

### **PROFESSIONAL EXPERIENCE**

Web Customer Support Specialist/Information Technology Manager  
Office of Web Services, Clemson University  
September, 2006 – present

Provide technical and procedural support for all units utilizing the university-approved Web content management system, Cascade Server

Manage information technology support staff for Public Affairs, News Services, Publication and Promotion and the Office of Web Services

Serve as liaison between Cascade clients and the Office of Web Services by representing the Office of Web Services in communications with existing and potential Cascade clients

Provide clients with information about Cascade such as scheduled upgrades, server restarts, new features, changes to the system and other issues affecting system functionality

Provide supervision for lead IT Consultant and student IT support staff

Serve as backup support for IT requests and problem resolution

Serve as liaison between department and university's central IT group (CCIT)

Maintain relationship with key members of CCIT through one-on-one communications, meeting attendance, volunteer support services and participation in CCIT-sponsored activities

Prepare annual budget to support technology needs and ensure accuracy of hardware and software inventory

Collaborate with lead IT Consultant to provide detailed budget report addressing technology needs based on research, client requests, warranty expirations and available software upgrades

Support mission critical needs through fair and equitable distribution of equipment while providing staff with equipment necessary for performing their duties

Public Affairs and News Services, Clemson University  
December, 2000 – September, 2006

Provide hardware and software support to departmental users for both Mac and Windows platforms with emphasis on Mac

Research, recommend, purchase, install, maintain and upgrade desktop and server hardware and software including but not limited to:

email client

web design or web content

desktop publishing

database management

anti-malware

web browsing

virtual private networking

document creation

terminal emulation

Serve as departmental Web master

Network and server administration

Troubleshoot and repair all software and hardware issues with user computers as well as servers including submitting repair requests to PC Repair

Network printer maintenance including replacing toner cartridges, fusers, etc.

Train staff to effectively use hardware and software through short courses and individual instruction

Administer university-wide events calendar

Serve as departmental liaison to CCIT's TSP (technical support provider) program

Serve as departmental liaison to Mac Administrator's group

Submit requests for network connectivity or any other network needs to CCIT

Provide yearly technology wish list including estimated costs

Ensure legal use of licensed software by maintaining software licenses

Maintain current hardware and software inventory and equipment loan information

Maintain supply of items such as writable media, keyboards, mice etc.

Securely store OEM software media

Handle crisis management tasks when called upon to do so

Know, understand and enforce Clemson policy on computer resource usage

Participate in regular professional development seminars, conferences, workshops or courses

Additional employment history available