Brian R. Gardner

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Professional Summary

- 21 years in higher education information technology, 14 in management roles
- Evolves organizations, emphasizing sustainable service, client perspective and problem solving
- Aligns with institutional mission while staying adaptive, collaborative and innovative
- M.S. in Technology Management, PMP®, ITIL v4 Strategic Leader

Experience

Columbia Business School, Columbia University   New York, NY

About 3,000 students in graduate, non-degree, and executive programs and 500 full time faculty/staff.

Executive Director, Technology Services & Support   *2017-Present*

Supervises 23 full time and 10-12 part-time and temporary staff, managing a $1.1M combined capital/operational (FY'18) budget, plus $501k client purchases. Responsible for all client-facing IT needs.

Director of Academic Technologies   *2013-2016*

Supervised 12 full time and 8 part-time and temporary staff, focused on faculty support and media services.

- Lead a transformation of service for all clients, centralizing support teams to pool resources, aligning with analogous University offices to leverage economies of scale, and infusing customer-focused empathy into all aspects of the organization.
- Reduced classroom problems 51% in the first year.
- Curated a track record of excellence implementing high impact technologies including modernized automated enterprise architectures, robustly functional yet highly reliable academic technologies, and unique experiences such as video conferencing students with the International Space Station.
- Implemented tools and business processes to foster a secure computing environment which met the needs of all clients yet still provided the School a well-managed and minimized portfolio of risk.
- Spearheaded the School's IT and audio/video project efforts in the construction of two new buildings, worked through a value engineering process to reduce the A/V budget by roughly 21% while maintaining stakeholder expectations, and oversaw the execution of an $11M scope of work.
- Orchestrated the creation and modernization of a service portfolio, aligning the School's IT organization and systems with the University as part of a partial merger. Maintained community expectations and minimizing negative impacts while maximizing benefits to the School.
- Consolidated services and conserved resources where needed to achieve cost saving goals.
- Showcased the benefits of business process analysis and the value of IT bringing together a coalition of administrative areas, facilitating an overall of long standing processes which lead directly to improvement in the student experience.
- Cultivated a team capable of operational excellence, effectiveness and efficiency with a shared mission of world class service, continuous improvement, and constant evolution of outcomes.
- Negotiated numerous vendor agreements, incorporating a backbone of value to the institution, IT security, cloud-first platforming and excellence in sustainable/scalable services for the School.
- Pivoted from an in-person academic portfolio to online operations in three days, responding to the pandemic. Iteratively built scalable hybrid teaching tools, processes and practices which allowed the School to maintain pedagogical integrity and will have a lasting impact.
- Developed IT vision working with School administration, staff offices and faculty governance groups to improve communication and increase service delivery effectiveness to faculty.
- Served the University; Academic Technology Leadership Group, Digital Community @ Columbia.

Drew University   **Madison, NJ**
Comprised of three schools with a total student body of about 2,400; roughly 400 faculty and staff FTE.
Supervised seven full time and two dozen work study staff, managed a $400k annual budget (FY'14).

Assistant Director, University Technology   *2012-2013*
Assistant Director, Instructional Technology Services   *2010-2012*
Technology Classroom Coordinator   *2005-2010*
Faculty Software Support Specialist   *2000-2005*

- Led classroom, media service, network infrastructure, and voice system teams, added redundancy to network architecture, improved television service, and maintained excellent teaching technology.
- Architected the merger of two companion IT departments into a single unit, and helped engineer an overhaul of the client's IT service experience by helping spearhead the unification of issue intake.
- Conducted business process analysis and restructuring, streamlining workflows, condensing and simplifying standard operating procedures, service level agreements and scopes of support.
- Served on the team which implemented the Banner suite, touching all areas of campus with a focus on process improvement, client impact and long-term viability.
- Managed dozens of A/V installation projects, including several new buildings and major renovations which enhanced academic, student, and campus event areas.
- Overhauled academic scheduling and event space management processes and technologies, improving efficiency, transparency, convenience and space utilization.
- Served on University staff support and advocacy committees, helping surface issues impacting all staff, growing the organization's outreach on the web and social media.
- Cut spending while growing services by implementing budget management and predictive modeling practices. Improved tracking, data-driven decision making, and resourcing requests.
- Worked on numerous edge networking, security, and enterprise application distribution projects to support in-class learning, allowing faculty to rethink and expand their curriculum.
- Expanded online and blended learning offerings, increasing academic use and impact.

Aide Station Operator   *1999-2000*

- Supported the needs of the University, providing front line helpdesk support.

Select Publications & Presentations

Presenter; <u>Leading Change: Building Toward a Strategic Vision of Innovation</u>   EDUCAUSE, 2016

Interview; <u>Interactive Thought Leader Interviews</u>   Future Trends Forum, 2016

Co-Presenter; <u>Timely Issues in Customer Service</u>   EDUCAUSE Mid-Atlantic, 2011

Education and Credentials

Master of Science in Technology Management   Columbia University, 2014

Bachelor of Arts in Theatre, Minor in Music   Drew University, 2000

Blockchain, Cryptocurrencies & Digital Tokens Demystified   Columbia University, October 2017

Cyber Security for Management and the Boardroom   Learning Tree, December 2016

Next Gen Learning: Video, Telepresence, & Telecom in the Classroom   InfoComm, 2015

Affiliations and Volunteerism

- SIGUCCS Mentoring Advisory Committee
- EDUCAUSE Review Online (2015)
- Little Flower Parish (Director of IT)
- Boy Scouts of America (Eagle Scout)

References provided upon request