

# MARCUS R. GRINBACHER

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## IT DIRECTOR • SR. IT ADMINISTRATOR

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Skilled manager, trainer and technologist. Enjoy working with others, participating in meetings, interacting with end-users, as much as working solo on technical projects. Effectively mentor, motivate and develop staff. Combine depth of technical experience with a hands-on style of involvement in projects from executive-level brainstorming to nuts and bolts implementation. Maintain a view of technology that it is always in place to serve business objectives and end-user needs first and foremost.

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### QUALIFICATIONS HIGHLIGHTS

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- ▶ IT level business systems management.
  - ▶ Training in use of computers / software.
  - ▶ Mentoring / staff development.
  - ▶ Developing ideas and projects.
  - ▶ In-house technical support / service.
  - ▶ Network maintenance / LAN / WAN.
  - ▶ Windows / UNIX / Linux / MacOS.
  - ▶ Integration of technology with program needs.
  - ▶ Faster, safer, less expensive systems.
  - ▶ Backend website maintenance / support.
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### EXPERIENCE

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#### Director of Information Technology

Aug '02 – Present

**The Cleveland Institute for Dynamic Art and Advertising**, Cleveland Heights, OH

*College for artists providing bachelor of fine arts and master of fine arts degree programs, and post-baccalaureate studio work.*

Direct all IT efforts on administrative and academic Networks. Maintain the backend for [www.sanfranciscoart.edu](http://www.sanfranciscoart.edu). Host the site using Linux, Apache and MySQL. Provide IT management of business systems for enrollments, admissions, financial aid, fundraising and more. Keep LAN and WAN networks operational. Personally respond to individual user needs / requests.

- Manage desktop and telecom support for 150+ staff and faculty and over 1000 students – at three San Francisco locations – on a well-integrated set of platforms including Windows, Linux, Unix and MacOSX.
- Highly customized / daily administer a Datatel based registration / administration system. Support Raisers Edge fundraising and accounting software, FileMaker Pro, etc.
- Conduct formalized training on databases, email, etc.; provide ongoing informal training while delivering support services.
- Work directly with the President, VP of Administration, VP of Admissions, and Dean on technology path. Organize / oversee the CIDAA Technology Committee to prioritize tech projects and report to Planning and Resources Committee. Encourage interdepartmental communication and cooperation to keep technology and programs working hand in hand.
- Manage a support staff that provides friendly, available customer service that anticipates and responds to end users' needs.
- Designed and installed a faster, safer, more efficient, and less expensive centralized technology management infrastructure, including purchasing and systems management. Monitor software licensing, leverage academic discounts.

#### Senior NT / LAN Administrator

Nov '00 – Jan '02

**Magnanimousemployer Inc.**, Pittsburgh, PA

*Leading provider of web-based and wireless applications that combine workflow automation, collaboration, and wireless communication for visibility and control of day-to-day building operations, resulting in decreased costs and increased revenues.*

Managed LAN and WAN on NT/2000 including: DHCP, DNS, POP/SMTP, VPN, Network infrastructure. Managed desktop and telecom support for 60+ users in SF and NYC. Mentored junior support staff.

- Maintained a BackupExec based backup server. Developed a ticketing system to track support and improve QOS.
- Spearheaded move to Windows and Exchange 2000 with great success; managed Exchange 2000 implementation.

#### Senior NT / LAN Administrator

Sep '99 – Sep '00

**yaggada.com**, Chicago, IL

*This original more.com was an online retailer for health, beauty and wellness products.*

Managed LAN and WAN support team on NT/2000 including DHCP, DNS, POP/SMTP, Cisco IOS 12.0, MS Exchange.

- Designed / maintained NT enterprise backup systems. Tracked support incidents using a web based ticketing system
- Designed, installed and maintained all aspects of a growing WAN, including selection, configuration and maintenance of Cisco routers, switches and related equipment. Maintained Checkpoint VPN.

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## Network Administrator

Mar '96 – Sep '99

Mazhik, Inc. Product Development, Chicago, IL

*Design / engineering innovator of products, services, work environments, websites, interactive media, and software.*

Supported / maintained hardware / software for a 60+ user mixed Mac and PC LAN in a very diverse and creative environment.

- Managed LAN and WAN network services on NT and HP/UX: DHCP, DNS, POP/SMTP, Backup, RaS, IP print services.
- Designed / maintained IDEO SF's intranet on Microsoft IIS web server as part of IDEO's corporate intranet.

## MIS Manager

Jul '95 – Mar '96

Swift and Swaft Public Relations, Chicago, IL

*High-tech public relations firm providing services to Adobe, IBM, Xerox, etc.*

Managed / maintained: a 60 node mixed Mac and PC LAN; SMTP / POP mail services; the server of corporate web site www.bando.com; and Frame Relay Access Device (FRAD) packet management.

- Worked with clients such as IBM and Siebel to empower information sharing between client and agency.
- Provided / maintained Remote Access Services (RAS) services for a mobile user population of 30 to 50 at any time.
- Handled the migration to Win NT based client / server model.
- Created content for presentations using Director, Photoshop, etc.

## Senior Network Administrator

Jan '94 – Jul '95

HOLYCOW Media, Chicago, IL

*Publishers of HOLYCOW Magazine for the North Illinois music scene, and COMPUTERCOW for regional computer business.*

Gave ongoing technical support for a Mac based art department with 30 graphic designers / production staff. Created interactive presentations and internet resources. Designed / supervised / installation of a 93-user, 2-location WAN connecting SF to LA.

- Developed WAN / GroupWare solutions. Installed a digital publishing system. Scripted publication auto update system.
- Trained staff in all positions in the use of hardware and software.
- Developed and implemented backup and recovery plans, using Dantz Retrospect for daily backups, and DataSafe Recovery for hot site scenarios. Supported a legacy accounting system.

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## EDUCATION ~ TRAINING ~ PERSONAL INTERESTS

**BA, Graphic Design**, Columbia College, Chicago, IL

**BA, Art History**, Columbia College, Chicago, IL

*Sample Seminars / Classes:* MCSE Coursework for Windows 2000 (foundation classes / security and exchange); "Backup and Disaster Recovery" sponsored by Network Frontiers; "Managing Technology for Nonprofits."

Skiing, mountain biking, road biking, hiking, backpacking, rock climbing, travel, digital audiovideo, house and garden.

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## TECHNICAL SKILL SET

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<b>Platforms:</b>	Compaq, HP, Dell, Cisco, Apple / Macintosh.
<b>Operating Systems:</b>	XP Pro, Win2k/03 Server and Advanced Server, NT 3.51/4.0, Mac OS, HpUX, Redhat Linux, Cisco IOS 12.0, Mac OS X server.
<b>Enterprise Applications:</b>	Exchange Server, Raisers Edge 7 and other SQL databases, CRM Applications, Citrix Winframe, HTML and PERL, SQL Server, backup Solutions, SNMP management. Oracle and Oracle IFS, ColdFusion server and ClusterCATS, WebTrends, Ghost, IC4, ODBC applications.
<b>Networking:</b>	Raptor Firewalls, Checkpoint, Nokia VPN's and load balancers, Cisco 2500 and 7000 routers, 3500 and Catalyst 4006 switches. Hands-on experience installing and maintaining monitoring systems (e.g. Big Brother).
<b>Business Software:</b>	Outlook / Explorer / Office / Project / Visio, Navigator, PowerBuilder, ODBC.
<b>Graphics Applications:</b>	Photoshop, Illustrator, Freehand, Director, Flash, Fireworks, QuarkXPress, PageMaker, PageMill, GoLive, Dreamweaver and others.
<b>CAD Software:</b>	Alias, AutoCAD, Rhino, Vellum, FormZ, PowerCADD.
<b>Backup and Recovery Software:</b>	Dantz Retrospect, DataSafe Recovery.

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**Excellent References Provided Upon Request**