

James A. Buyea

Curriculum Vitae

Education:

2001 M.S., Business Management / Marketing	SUNY IT
1999 B.A., Business Administration / HR Management	SUNY IT, <i>Honors</i>
1997 A.A.S., Business Administration	SUNY Morrisville, <i>Honors</i>

Professional Experience:

JEFFERSON COMMUNITY COLLEGE (Fall 2013 – Present)

Chief Information Officer: 2011 – Present

Primary duties include: As chief information officer, work with the cabinet to set the strategic vision for the Information and Technology departments (IT), communicate the vision of the IT Teams to all internal and external constituencies. Secure needed resources to accomplish the strategic goals. As administrative head of the information and technology departments, has general authority over and supervises the operations of all Information and Technology and data center operations of the college, all members of the technical staff, all administrative team members and all student workers for the departments.

Accomplishments include:

- Spent the first six month listening in order to learn the team and college strengths and ambitions. Spent the second six months reorganizing three dysfunctional groups into a functional and highly productive team.
- Researched and partnered with Ellucian for implementation of a data store and data warehouse integrated into our Banner management system.
- Aligned information and technology vision with the college's strategic plan and developed a student first philosophy within the teams supporting technology operations throughout the campus including the library, desktop support, computer center operations, helpdesk, institutional research, academic technologies.
- In partnership with new res-hall contractors, finalized the technological needs of the new residence hall and redesigned the technology and infrastructure to meet current and growing needs of the college.
- Spearheaded the reorganization and automation of the admissions and housing process reducing workloads and improved application processing promoting automation of the room deposit system, resulting in an improved admissions process..
- Partnered with the development authority of the North Country (DANC) and attained as a contribution to the college the fiber interconnecting infrastructure for the new residence hall, resulting in significant cost savings for the overall project.
- Partnered with local provider Westelcom for upgraded phone service and a 400% increase in internet bandwidth. Both upgrades adding no additional cost to the college.

- In year one, planned the implementation of a print management system and virtualization of server operations to reduced printing cost and provide a reliable failover system for critical college data.
- In first year, implemented startup strategies to providing a bring your own device (BYOD) environment for faculty, staff, and students by fall 2016. This includes project mapping and stage one implementation of infrastructure, security measures, and operational policies.
- In year two, implemented the planned print management system and are now in the final stages of our virtualization project with a late summer 2015 implementation time line.
- Working with planning team on infrastructure and technologies for new Collaborative Learning Center to begin construction in the spring of 2015.
- Established a relationship with local BOCES and piloting a new shared lecture capture system provided by Cisco at no cost to the college.
- Currently reviewing the security and ID management systems and policies for college and developing a disaster plan for the information and technologies teams.
- Regularly coached IT team members into senior-level roles; trained key staff in network diagnostics, failover operations, server management, and other technologies in mentorship programs as critical steps in securing campus support and use of technologies.
- Personally assumed charter and mentoring for three individuals for leadership roles.
- Worked closely with faculty to bring online a “Center for Professional Excellence” that will provide faculty a center to work with and experience new and emerging technologies for the classroom, expected implementation date of April 1st 2015.

PAUL SMITH’S COLLGE (Fall 2010 – Fall 2013)

Vice President for Information technology: Fall 2010 – Fall 2013

Primary duties included: As Vice President for Information Technology, worked with the Cabinet and Board of Trustees to set the strategic vision for the IT Departments and the college, communicate the vision of the college and the IT Teams to all internal and external constituencies, and secure needed resources to accomplish the strategic goals. As administrative head of the IT Departments, had authority over and supervised the operations of all IT of the college, all members of the technical staff, all administrative team members and all student workers for the departments.

Accomplishments include:

- Spent the first six month listening, reorganizing three dysfunctional IT and library groups into a functional and highly efficient and productive IT team.
- During the reorganization implemented a real-time backup and recovery system as none existed, reducing risk to faculty, staff and student academic data.
- Year one, identified infrastructure issues, corrected fiber and routing failures, stabilized IP phone system, minimizing service calls and increased campus wide satisfaction.

- Designed, proposed and implemented a \$500,000 capital project adding a comprehensive wireless network to the campus allowing faculty, staff and students to stay connected on campus.
- In the first year evaluated outside contracts and reorganized IT contracted services, providing a savings of over \$400,000 in the first 12 months and a savings of over \$200,000 each subsequent year.
- In first year implemented startup strategies to provide a BYOD environment for faculty, staff, and students by fall 2014. This includes infrastructure, policies, and security practice development and implementation.
- Year two, upgraded a seriously aging core switch and finalized implementation of a virtual server environment attaining instantaneous failover for 96% of the campus servers.
- Partnered with Microsoft to bring “MS Live” email services to the campus providing state of the art email service for faculty, staff and students while upgrading online storage and providing MS Office online services for all college users.
- Year three, decommissioned an aging Blackboard LMS and implemented a Moodle LMS adding advanced state of the art technology features for faculty, staff and students, with a cost savings of about \$100,000 per year.
- Partnered with DANC to upgrade the fiber infrastructure on the campus and added a second external internet provider as a failover with no expense to the college for college inbound infrastructure.

USC THE BUSINESS COLLEGE (Summer 2002 - Fall 2010)

Director of information technology & online education (2003 - Fall 2010)

As direct report to the president, managed multi-campus technology and distance learning initiatives supporting education, business, marketing, and recruitment teams using wide area network (WAN) based technologies centrally managed from the primary campus. Led system wide help desk, maintaining efficient and responsive performance with technical training. Directed all IT and online learning resource planning, budgeting and operational initiatives.

Information Technology Accomplishments include:

- Supported campuses in Utica, Oneonta, and Canastota, N.Y. with IT support, networking, telephone, video services, distance education technologies and projects; coordinated cooperate website changes, and distance education classes.
- Recruited, interviewed, and presented final hiring recommendations for all online faculty and IT personnel, meeting team building and strategic objectives.
- Decreased annual IT print spending 18% with centralized printing, faxing, and copying.
- Transitioned company to outside vendors for advanced technology support.
- Selected and worked closely with independent contractors, provided high end networking, printing and web support.

Director of Online Education Accomplishments Include:

- Led faculty through a strategic planning process, including mission development.
- Created and implemented an organizational structure for online-learning.
- Increased number of online-learning and highbred education classes.
- Recruited online faculty from across the Country.
- Initiated new student online readiness evaluation.
- Engaged alumni through semi-annual alumni receptions and other programming to continue learning online.
- Course scheduling
- Oversaw faculty hiring
- Mentor junior faculty

Director of information technology (2001 - 2003)

Selected to establish and direct IT operations and consult on marketing and human resource (HR) matters for a multimillion dollar proprietary college. Recruited faculty and staff, developed and implemented policies and procedures to support technology and college functions for corporate headquarters, and external facilities, and provided services for 500+ operational clients.

Accomplishments include:

- Created vision, mission, and strategies, shaping the IT and distance education department's plans for the future and how they integrate with the vision and strategy of the college.
- Recruited, interviewed, and presented to HR final hiring recommendations for all online faculty and IT personnel, meeting team-building and strategic objectives.
- Reviewed and authorized continuing education for faculty and staff in the areas of online learning and IT development.
- Researched and ensured all IT policies and practices were in line with state and federal guidelines, including FERPA, HIPPA, and Right-To-Know Regulations.
- Worked with corporate council on contracts, human resource issues, and legal interpretations.
- Developed policies and procedures to improve training programs and assessment tools.
- Collaborated as team member in middle states accreditation steering committee. Achieved the formation of diverse teams strategically guiding the college in the accreditation process.
- Spearheaded a diverse range of programs and projects leading to improved market presence and increased annual profitability.

Publications & Presentations:

"IT professionals become process managers" UBTECH Orlando
FL, 2015 "The wireless enterprise" Paul Smith's College, Paul
Smith's NY 2013 "Wireless networks a new threat" CIO
conference, Utica NY, 2012

“Identity theft, not new still devastating” Saranac Lake ROTARY, Saranac lake NY, 2011 “When fiber networks fail” New York Tech Summit, Oneida NY, 2010

“Network Failover Here There and Anywhere” Herkimer County Board of Cooperative Education Services (BOCES), Herkimer NY, 2010

“Identity Theft a Business Risk” New York Central insurance, Edmeston NY 2010 “Microsoft Excel, the Basics” New York Central insurance, Edmeston NY 2010

“English as a Second Language” Conference speaker/coordinator, Santiago, Chili, 2010 “Extrusion Techniques for the Operator”, Fiber Instrument Sales, Utica NY, 2009 “Forecasting with Microsoft Excel” New York Central Insurance, Edmeston NY 2009

“Customer Service in Thirty Seconds”, Resource Center for Independent Living, Utica NY 2008 “Identity Theft the Business Concern” SUNY IT, IEEE chapter presentation, Utica NY, 2007 “Safety on the Internet, it’s by the Numbers” The Children’s Museum, Utica NY, 2007

“Identity Theft It’s too Late New York Association of Proprietary Colleges, Oneida NY, 2006 “Entrepreneurship 2004 It’s a New Game”, Oneonta job services, Oneonta NY, 2005 “Wireless in the Courtroom”, Utica, New York Bar Association, Utica NY 2005

“More Wireless in the Classroom”, Utica School of Commerce, Utica NY 2004

“Customer Service for the Help Desk Pro”, Travelers Insurance, Utica NY, 2003

“Identity Theft the New Technological Challenge”, Sunrise Rotary, Utica, NY 2003

“E-Commerce Strategies for Small Business”, Small Business Development Center, SUNYIT, Utica NY, July 2003

“WI-FI, Securing and Using Wireless for Small Business”, Mohawk Valley Community college IT training, Utica NY, June 2002

“PowerPoint in the Courtroom, an Attorney’s Application”, NYS Bar Association, Utica NY, 2002 “Successfully Marketing an E-Commerce Presence”, NYSW Railway, Cooperstown, NY, 2001 “Wireless Networks, the Simple Complicated Solution”, 2001

“PowerPoint an Introduction and Advanced Applications”, 2000

Selected Professional & Community Activities/Awards:

Rotary International, *member in good standing*
Saranac lake Chamber of commerce, *board member*
Oneida County BOCES, *technology advisor*
Rotary International, *vice president elect (2010)*
American Management association, *past president (2001)*
NYS Magistrates association, *member in good standing*
The Fentimin Group, *advisory board*
IEEE Computer Society, *past member*
Society of Human Resource Management, *past member*

Teaching:

Technology Courses

*Cs101 Computer
Concepts Cs102
Computer Applications
Cs113 Operating
Systems Cs114
Hardware Concepts
Cs116 Networking
Essentials
Cs217 Programming 1:
Visual Basic Cs218 Internet
Concepts & HTML Cs316
Networking I / NT Server
Cs316a Networking II / SQL
Server*

Business Courses

*Ba202 Marketing
Ba205 E-Commerce & Webpage
Design Ba213 Small Business
Management Wp204 Word
Processing / Graphic Design*

Corporate Training:

*XP / Win 7, Operating
System Office 2003,
2007 and 2013 Suit
Outlook 2003 - 2013
ID Theft a Business
Responsibility
Customer Service Life Cycle, Mod I, Mod II, &
Mod III Project Management with MS Project
Extrusion Methods and
Operations*

Entrepreneurship Training:

- 20hr in-depth business training course including modules in strategy, marketing, finance, e- commerce, business plan development.
- Small business needs of computer technology as a marketing and management tool in the new millennium.
- Collaboratively planned, designed, and presented across New York State in a three-person team, an in-depth two-day seminar on e-commerce for SBDC business advisors.
- Developed and instructed courses and Labs in MS PowerPoint, and MS Front Page.
- Using Microsoft Excel for small business forecasting.

Technology:

Over the last 30+ years I have gained expertise in many areas of technology including but not limited to:

- Cloud based Applications
- Microsoft server environments, learning portal operations
- Networking, wireless networks, e-mail systems
- LAN / WAN Operations, TCP/IP networks.
- Blackboard, Moodle, Angel and VU learning management systems.
- Mobile communication environments including online compatibility
- MS Office 2000-2007 Professional, MS Works, MS Image.
- MS Publisher, MS FrontPage, MS Outlook.
- Use and application of diverse hardware.
- Phone systems programming, use and operations.
- The use of scanners, digital imaging, video conferencing tools and printers.
- Web development and portal management

Operating Systems:

Server 2008 & 2012, SQL Server 2005-2008
Windows 7, all versions, Windows 8 all versions
Vista Home, Vista Pro
XP Home, XP Pro, Apache & FTP Server

Software:

VM Ware and related services
Blackboard & Moodle online learning environment
Razors Edge
BANNER
LAN mail / mail server / mail clients
MS Office 2000-2007 & XP professional, MS Works, MS Money
MS Publisher, MS Composer, MS FrontPage
Video production and management
Bit-ware communications, FTP agent, Win Fax and SPSS
Adobe Acrobat, Photoshop, Dream Weaver
MX

Voice recognition, digital recording
Point of sale management suit and IT helpdesk/Inventory suite

Hardware:

Network core and edge
switching Fiber media
hardware
Wired and Wireless Video system
Wireless routers, access points, bridges,
NIC cards Scanners, digital cameras,
printers
Network cards, hubs, switches and
routers Sound and multimedia
projection systems
CD Rom drives, DVD/DVD-R drives, CDR-RW drives

Research:

Jefferson Community

College Enterprise video
conferencing. Enterprise
cloud services
3D printing operations and
policies Enterprise data
security
Internal and external network penetration testing
RFID access systems
Process management
Enterprise BYOD and “bring any device” security

Vice President of Technology Services, Paul Smith's College

Fiber network optimization.
WI-FI - 802.11n security, deployment, and failover management.
Compliance and policy management for IT teams.
Lecture capture implementation.
Online delivery methodologies.
Virtual server environments
Moodle LMS management

Family profile:

Wife: Rev. Sally Buyea, United Methodist Church
Children: Megan (31), Heather (36), Lori (41) Jenna (43)
Pets: Sam our Dog (5), Buddy and Peanut our cats (7)