JOSEPH D. MCLAIN

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PROFESSIONAL SUMMARY

Seasoned technology leader with almost 20 years of formal and informal experience directing IT operations including infrastructure, user support, and high-level strategic efforts. Expert in developing relationships with non-technical colleagues as well as technology peers, especially in the development of requirements and proper selection / implementation of technology tools and solutions, and translating the value of technology and its impact on operations. Extensive experience in developing and executing technology planning initiatives. Dynamic communicator with a passion for leading teams, collaborating with peers, and living a life of service to others.

PROFESSIONAL EXPERIENCE

YUMA'S PREMIER SERVICES, LLC

Contracting company providing broad services to residential and light commercial clients. Most commonly engaged services include drywall, painting, flooring, electrical, and plumbing. Contracted with local realtors and property managers, general contractors, and property owners.

Co-Owner   July 2019 – Present

Helped my son start a home and light commercial remodeling business. Involved in all aspects including development of business plan, marketing efforts and ROI analysis, analysis and implementation of field management system, estimating, recruiting and training of employees, and performing work at job sites.

- Developed sustainable plan for acquisition of capital equipment that maintained positive cash flow through conduct of business and development of future opportunities
- Oversaw hiring and training of employees and development of a core team. Trained employees in how to think and work as part of a growing organization as well as in basic and more advanced job skills.
- Developed relationships with vendors that provided early access to products and discounts on materials and relationships with other contractors that resulted in significant subcontracting work and mutual-benefit partnerships
- Developed functional expertise to the point that we were invited to work jobs in other geographic regions based upon observed performance excellence
- Performed volunteer work to help local church with massive renovation efforts during COVID-19 pandemic shutdown

ARIZONA WESTERN COLLEGE

Arizona Western College is a community college district serving the needs of Yuma and La Paz counties in Southwest Arizona. With more than 12,000 students and over 20 locations of varying sizes, the technology needs are quite complex. Success requires political and emotional acumen as well as technology expertise.

Chief Information Officer   August 2017 – April 2019

Provided direction, guidance, and support on all operational technology matters including architecture, enterprise applications, security and data privacy, business continuity, data management, customer support, telecommunications, and all other aspects of the technology infrastructure. Led a team of 40 technicians of varying levels of experience and skill. Contributed to the development and implementation of the College's strategic planning goals as part of Strategic Plan 2025. Served as the strategic leader for the integration of educational and business technology in support and delivery of the College's mission.

- Determined the overall framework for information technology in support of departmental goals and requirements. Led the technology architects and leaders in development of a strategic agenda and turning those into tactical plans to ensure progress and successful project implementation.

- Developed project proposal and project plan templates to ensure thorough and proper planning and facilitate project communication to technical and non-technical stakeholders and members. Participated in the development, negotiation, and finalization of statements of work and ensuring that these delivered the desired objectives.
- Established collaborative relationships with colleagues, faculty, staff and vendors to improve relationships with technologists and ensure integration of technology with business to support strategic initiatives and adherence to the College's mission and vision.
- Fostered a well-educated and empowered culture within the information technology team. Provided leadership, guidance, coaching, and mentoring as required depending on the individual and the project to facilitate staff development. Supported architects' well-designed plans and successfully led the College to develop a hybrid cloud infrastructure, migration of email to Office 365, and adoption of Office 365 tools to improve business productivity.
- Developed a customer-focused, collaborative, and accountable work environment with a focus on delivering the appropriate solutions and support for students, faculty, and staff. Improved organizational readiness and responsiveness by encouraging a shift in mindset from a break-fix, reactive approach to a proactive and preventive approach. Built an environment of continual learning and daily adherence to the College's values.
- Developed a comprehensive business continuity plan for information technology resources. Balanced risk and operational requirements with recovery time objectives to create a tiered solution leveraging a hybrid cloud environment for maximum security and operational reliability with most appropriate cost effectiveness and recoverability.

UNIVERSITY OF CALIFORNIA, SANTA BARBARA

The University of California, Santa Barbara, has a decentralized model of IT with four large IT groups providing full IT services across campus, and smaller groups providing localized services in departments as needed. Student Information Systems & Technology is one of these groups and has 65 FTE providing full IT services and support to 35 departments in the Student Affairs and Graduate divisions.

Cyber Security & Cyber Risk Management Officer   October 2016 – July 2017

Responsible for cyber security and cyber risk management for the Student Information Systems & Technology department and those it served. Collaborated extensively with department and campus IT staff to ensure that recommendations were actionable and supported the strategic vision for the campus. Developed frameworks and plans locally and helped others on campus understand them to improve reliability, accessibility, serviceability, and security of departmental as well as campus IT infrastructure.

- Influenced policy and strategic goal setting by advising and educating members of the senior management team on issues related to cyber security and cyber risk
- Educated senior leadership on security frameworks using the National Institute of Standards and Technology (NIST) framework with tie-ins to the CIS 20 Critical Security Controls
- Authored policies that supplement and add value to UC system wide and UCSB campus policies
- Created a phased BC/DR plan and educated senior leadership on areas of key concern and the requirements and prerequisites of each phase. Collaborated with other departments to make this a campus BC/DR framework.
- Performed the department's first actionable cyber security assessment using the Center for Internet Security 20 Critical Security Controls. This allowed the prioritization of work to produce immediate results.
- Developed collaborative partnerships focused on identifying issues and opportunities, and helping to develop plans to appropriately address them
- Acted as a campus resource and made connections between campus staff in different departments to facilitate the development of a private cloud for campus use, avoiding excessive capital investment in infrastructure and perpetuation of the historical model of IT service silos

Director of Information Technology   February 2014 – September 2016

Led the 16 staff comprising infrastructure and help desk teams that provided a full suite of IT solutions to all users in the Student Affairs and Graduate divisions. The infrastructure team was responsible for provisioning and maintaining 200+ virtual servers and hundreds of websites, databases, and other services, including maintenance and upgrades in a $2.2 million enterprise data center system (two on-campus locations). The Help Desk team provided desktop support for ~1200 users in both divisions.

- Developed a strategic plan for the combined infrastructure and help desk teams. This involved researching technology needs and requirements, performing trend and gap analyses, developing the department's first strategic staffing plan, and development of a prioritized project list balancing the requirements of continuing operational support with innovation and change.
- Worked with Student Affairs department managers to understand business operations and help to translate those into technology needs
- Served on UC system wide committees examining and recommending changes to contracts for PC purchasing, and developing the IT portions of the new UC Ready business continuity planning system
- Briefed the vice chancellor for student affairs and her executive staff to help them understand key IT concepts and provide them information required to understand technology projects and efforts under way in the division
- Developed the department's first forward-looking IT budget for $2.2 million data center, tracking real expenses and forecasting expenses and lifecycle costing for the next five years
- Developed plan for beginning to adopt and develop experience with cloud services for infrastructure. Efforts revolved around providing solutions for unmet technology requirements, leveraging opportunities to ease administration and maintenance for staff, and improving the overall business continuity and disaster recovery capability of the data center.
- Championed the IT team's needs and concerns and acted as an advocate on their behalf as part of the department's senior management team
- Collaborated with staff to find opportunities for career development in line with their career goals, handled performance management issues, and created onboarding plans for new hires
- Collaborated extensively with campus peers as technology and computing at UCSB began a major shift from complete decentralization toward a more structured computing environment
- Oversaw the replacement of an aging Dell SAN with two HP SANs in different buildings along with high speed network upgrades to support backup to disk and on-site business continuity needs
- Collaborated with architects to develop and deliver a backup plan providing daily offsite backup for all production servers and more frequent backups for critical systems and databases

Information Technology Manager   August 2012 – January 2014

Led the 12 members of the infrastructure team responsible for the provisioning and maintenance of the enterprise computing infrastructure serving the Student Affairs and Graduate divisions. Services provided include management and maintenance of a $2.0 million enterprise data center, networks, database and web servers and applications, client computer deployment and remote management, system backup and recovery, identity, and security.

- Saved the university more than $100,000 through contract review and planning in the first year of employment
- Advised the senior leadership team on issues relating to IT, especially educating members on infrastructure concepts and helping them to understand how technology affected business
- Presented to student affairs business managers at a large planning retreat to help them understand the benefit of technology projects, their prioritization, and help them to accept timelines
- Met with technical and non-technical managers and staff in a 1:1 setting to develop an understanding of their needs; help them understand technological, staffing, and prioritization limitations; and resolve problems.
- Ensured reliability and availability of 200+ virtual servers in DEV/TEST/PROD environments

User Support Group Leader & Windows Systems Administrator   July 2006 – July 2012
Led the User Support team of the Life Sciences Computing Group providing superior computer support services to 1200 users consisting of 80+ faculty, researchers, graduate students, and staff in two academic/research departments, two interdisciplinary graduate programs, and three research institutes. Provided systems administration for 15 Windows servers as well as advanced desktop support as required.

- Acted as liaison between campus and contractors performing network wiring replacements in six research and teaching buildings. Crafted language for architects to use in drawings and designs, and worked directly with campus and contractors on layout and installation issues. Acted in the same capacity for all room and area renovations.
- Worked with faculty to help understand the specific requirements of their labs and designed solutions to meet those needs. This resulted in significantly better access to data, increased computing capability, and increased capability to conduct research.
- Acted as sole point of contact for audio/video system upgrades and installations for instructional and conference spaces. Worked with vendors on design and layout, and acted as liaison between vendors and stakeholders on design, installation, and maintenance.
- Established a formal leadership program for student assistants, recognizing students with exceptional leadership aptitude and placing them in the role of peer mentor.
- Architected and built a Windows Active Directory domain serving multiple DNS domains, and migrated all Windows desktops and servers from a Windows NT 4 to the AD domain

UNITED STATES ARMY; 445TH CIVIL AFFAIRS BATTALION

Army Civil Affairs (CA) is responsible for all actions and activities involving host nation civilians. As such, CA conducts a broad range of missions related to humanitarian assistance, winning the hearts and minds of the people, nation building and infrastructure development, and support to the civil administration.

Assistant Team Leader & Company First Sergeant   March 2005 – June 2006
Worked to ensure Iraqi civilians' basic needs were met and provided additional assistance and supplies when the Iraqi government was unable to meet these needs. Performed village assessments and oversaw infrastructure reconstruction efforts. Conducted extensive campaign to win hearts and minds and establish good relations with the Iraqi people, both civilian and military. Cared for, developed and trained American junior enlisted soldiers and acted as the Company First Sergeant during redeployment operations.

- Worked with mayors, city councils, village mukhtars, and other influential people to encourage them to care for people they were responsible for and improve life for Iraqi civilians in our area
- Acted as cultural experts for maneuver commander and subordinate units, advising them of cultural issues and events and the effect they had on our mission
- Responsible for projects with national impact such as overseeing the constitutional ratification voting process in our area
- Worked with the Iraqi Army and Iraqi police, teaching them how to better establish positive and productive relationships with civilians and overseeing missions
- Developed a relationship with the Department of State, resulting in their sending a representative to run missions and collect detailed information about our area
- Developed a passion for team leadership and inspiring others to excel, resulting in being selected as NCO of the Tour and nomination for a Bronze Star for meritorious service
- Worked extensively with host nation interpreters
- Helped a local group of Kurdish and Arabic women working to enhance the rights women in the eastern Diyala province

EDUCATION

MBA: Business Administration (Leadership)
Capella University – Minneapolis, MN

BA: Natural Sciences & Mathematics
Thomas Edison State College – Trenton, NJ

PROFESSIONAL SERVICE

- Arizona Community College Technology Officers Group: President Elect; 2019
- EDUCAUSE Professional Development Constituent Group: Co-Leader; 2017-2018
- University of California Disaster Recovery Planning Group: Co-Leader; 2017-2018
- UC IT BC/Disaster Recovery Software; 2017
- UCSB IT Leaders Team: 2016 – 2017
- UCSB Cyber Security Leaders Team: 2016 – 2017
- UCSB Emergency Operations Center: 2015 – 2017
- SIS&T Senior Management Team: Member; 2013 – 2016
- UC PC Desktop and Laptop Purchasing Center of Excellence: UCSB representative; 2012 – 2016
- UCSB Vendor Fair: Coordinator ; 2012-2013, 2015
- UCSB IT in Education Exposition: Coordinator; 2014
- UC Management Skills Assessment Program: Assessor; 2013
- UC PC Desktop and Laptop Purchasing Committee: UCSB representative; 2007 – 2012
- UC Electronic Medical Records Hosting Response Committee: UCSB co-representative; 2012

PROFESSIONAL COURSES AND CERTIFICATIONS

- Lean Six Sigma (Green Belt): 2017
- CompTIA Security+: 2016
- University of California Appendix DS (Data Security) In-Person Training: 2016
- FEMA L0363, Multi-Hazard Emergency Planning for Higher Education: 2014
- SANS Security Leadership Essentials for Managers: 2013
- UCLA Extension Technical Management Program: 2012
- Red Hat Enterprise Linux System Administration: 2007
- US Army Basic Non-Commissioned Officer Development Course: 2002
- Cisco Router Configuration: 1998
- US Army Primary Leadership Development Course: 1996

TEACHING AND LECTURING EXPERIENCE

- Professional Development of IT Staff: The CIO Initiative; Nashville, TN
  - Invited panel member: November 2018
- Cyber Security Awareness: Gila Ridge High School; Yuma, AZ
  - Guest Lecturer: Spring 2018
- Cyber Security Awareness: Arizona Western College; Yuma, AZ
  - Invited Presenter to Multiple Departments: Spring 2018
- Religion and the Impact of the Vietnam War (RS 155): UC Santa Barbara; Santa Barbara, CA
  - Guest Lecturer: Winter 2008, 2015, 2016, 2017
- Veterans Day Presentations: Oakley Elementary School; Santa Maria, CA
  - Guest Presenter: Fall 2015, 2016
- Introduction to the University Experience (ED 20): UC Santa Barbara,
  - Discussion Section Leader: Winter 2015
- Leadership Development (ED 173): UC Santa Barbara; Santa Barbara, CA
  - Course Co-Leader: Summer 2013
- Leadership & Business Ethics: Simon S. Wise Temple and School; Los Angeles, CA
  - Guest Lecturer: Spring 2013

VOLUNTEER ACTIVITIES

- SB Hacks IV: Planning Advisor; 2017
- Cabrillo High School: Judge for senior projects; 2017
- Calvin C. Oakley Elementary School: Adult mentor for at-risk students; 2017
- Calvin C. Oakley Elementary School: Reader for Read Across America Day; 2016, 2017
- Lompoc AYSO: Referee (regional and intermediate referee certified); 2010 – 2013
- Lompoc AYSO: Coach (U-6, U-8, U-10, and U-12 coach certified); 2008 – 2013
- Children's Montessori School of Lompoc: Fundraising Leader, Parent / Teacher Committee; 2008 – 2013
- Lompoc Civic Theatre: Actor ("Purgatory Life"); Summer 2011
- Lompoc AYSO: Division Director (U-12 boys); 2010
- Cabrillo Youth Basketball League: Assistant Coach; 2010
- Village Hills Little League: Coach (T-ball); 2008
- Key to Learning School of Lompoc: Member, Fundraising Committee; 2004 – 2007