Robert W. Rose

1609 Kimbrough Dr.   Covington, TN 38019 731.432.4842   rwrose@memphis.edu

Teaching Experience

August 2021 – Present	TN eCampus	Nashville, TN

Adjunct Instructor
    UNIV 4706
    Managing Software Development

January 2022 - Present	University of Memphis	Memphis, TN

Assistant Professor of Teaching
    MIS 2749, MIS 4800, MIS 7620, MIS 7610

Course Developer	University of Memphis	Memphis, TN

    PTMA 3020
    Managing Information Technology

Spring 2019		
Instructor	University of Memphis	Memphis, TN

    Excelling with Excel
    Avron B. Fogelman
    Professional Development Center

Professional Experience

January 2022 – Present	University of Memphis	Memphis, TN

Assistant Professor of Teaching

November 2017 – January 2022	University of Memphis	Memphis, TN

Local Technical Support Provider II

- Provide tier two technical support for the Fogelman College of Business and Economics.
- Coordinate work with central Information Technology Division and other campus LTSPs.
- Serve on various University committees which relate to information technology.
- Research, evaluate, select, and install new hardware and software for faculty and staff.
- Manage, administer, and monitor performance for the college's IT servers and services.
- Develop and implement training strategies and programs to achieve IT fluency among unit consumers.

April 2014 – November 2017	University of Memphis	Memphis, TN

Local Technical Support Provider II

- Interview, hire, and train student staff at the ITS Service Desk.
- Interview and hire full time ITS Service Desk staff.
- Kept track of employee pay rates and payroll hours at the ITS Service Desk to ensure we are staying within our allocated payroll budgets.

- Establish and administer the University of Memphis's Information Technology Service Management (ITSM) tool (Remedyforce/Salesforce).
- Worked with various units throughout the University to integrate components used outside of ITS into our ITSM.
- Provide training for faculty and staff on Remedyforce and its many components.
- Work directly with vendors when external support is needed.
- Purchase, setup, and support hardware for the ITS Service Desk Department.
- Act as a backup for my director when they are out of the office or unavailable.
- Reporting Structure: 2 direct reports, 80 indirect reports, reported to the Director of ITS Service Desk.

Education

BA in Political Science, 2013   University of Memphis, Memphis, TN

Master of Science in Instruction and Curriculum Leadership   December 2021
University of Memphis, Memphis, TN

Presentations

- 2015 – College and University Library Section: *Our Place – New Frontiers in Meeting Needs*
- 2012 - Tennessee Higher Education IT Symposium: *Open Forum Discussion of Mobile Support*
- 2011 - Memphis in May Student Affairs Conference: *Keeping IT Civil*
- 2011 - Tennessee Higher Education IT Symposium: *Efficiency Through Process*
- 2010 - Memphis in May Student Affairs Conference: *Peace, Love, and IT*

Technical Skills

- Experience with Excel, Access, Active Directory, System Center Configuration Manager, Remedyforce Administration
- Salesforce (Apex) Development and Programming Experience
- Server Administration
- Website Development using HTML and CSS

Educational Training

- A+
- ITIL v3 (Information Technology Infrastructure Library)
- ITMLP (IT Management and Leadership Professional)
- Linux +
- Managerial Leadership
- Network +
- Vizio

Service

- FCBE THEC Building Renovation Proposal Committee - 2021
- University of Memphis - IT Disaster Recovery Committee - 2013 - 2017
- University of Memphis - IT Change Management Committee - 2013 - 2017
- University of Memphis - Banner Security - 2013 – 2017
- Terminated Users Access Project Improvement Committee - 2016
- ITSM Review Selection and Implementation Committee Chair - 2016
- University of Memphis - Email Implementation Team - 2013

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References

Dr. Kathy Tuberville   901-678-2222
Director Fogelman Experiential Learning
Fogelman College of Business
University of Memphis

R.C. Johnson   901-734-0910
Athletic Director - Retired
University of Memphis

Dr. Scott Vann   901-678-2935
Interim Director of Digital Learning
University of Memphis