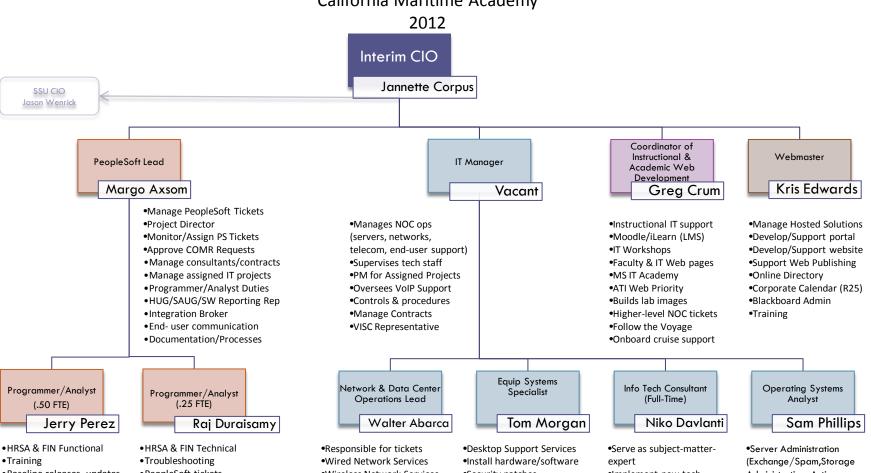
## Information Technology Department California Maritime Academy



- Baseline releases, updates & fixes
- Troubleshooting
- PeopleSoft tickets
- Assist in testing, upgrades, projects
- Fit/Gap Meetings
- HUG/Fin Aid IT Rep
- Document/Processes
- Create queries

- PeopleSoft tickets
- · Baseline Releases, MP's
- Assist in testing,
- upgrades, projects
- TUG & FUG rep
- SQR and nVision reports
- PS customizations
- Security Administration
- •Integration w/ 3<sup>rd</sup> parties
- Document/processes
- Create queries

- Wireless Network Services
- •TGB Satellite System
- Firewalls
- •Switch/Router configs
- Domain Name Services
- •Institutional spam filter
- •Virtual Private Network
- CSU network projects
- •Server admin alternate
- Higher level NOC tickets
- Onboard cruise support
- Telecommunications

- Security patches
- •End user support
- NOC tickets
- Creates images for staff
- Deploys images
- •Hardware repair
- Create Port Pass ID Cards Onboard cruise support

- •Implement new tech
- Higher-Level NOC tickets
- •Support use tech & apps
- Assist w/instruct software & lab support
- •IT Workshops
- Onboard cruise support
- Administration, Active Directory/Accounts, Print Services, Backup & Recovery, WINS, DHCP, Security)
- •TAG representative
- •Network Admin alternate
- VolP Support
- •Keyserver License Software
- •Higher level NOC tickets
- •Onboard cruise support