

GALE D. FRITSCHÉ
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SUMMARY:

Higher education professional with 18 years of experience in management, academic computing, user support, instructional technology, teaching and systems analysis and design. Effective planner and communicator with strong project management skills and the ability to motivate others and see projects through to completion. Well-developed presentation and interpersonal skills with an excellent client service orientation.

- 17 Years Higher Education Experience
- Effective Personnel Manager
- Budget and Fiscal Management Experience
- Excellent Writer and Presenter
- Extensive Computing Experience
- Technology Planning and Implementation

PROFESSIONAL EXPERIENCE:

2000 – Present **Lehigh University, Bethlehem, PA**

Team Leader - Desktop and Scientific Computing

Responsible for the management of desktop and scientific computing support services for the University. Manage the activities of 16 technical professionals and a varying number of student employees. Support academic computing hardware and software needs for faculty in all academic disciplines at the University. Research funding opportunities for the replacement of hardware and software and develop implementation plans for the rollout of new technologies.

- Successfully pursued, planned and implemented the donation of over \$200,000 in Scientific Computing hardware from Goldman Sachs and JP Morgan Chase.
- Led scientific computing efforts in the replacement of over \$300,000 of scientific computing hardware in direct support of Lehigh's academic computing and research needs. Developed and analyzed usage statistics and formulated a lifecycle replacement plan for the replacement of hardware. Facilitated the development of RFPs, negotiated with vendors, developed benchmarking procedures and implemented the replacement plan.
- Consulted with University budget managers to renegotiate hardware and software contracts for scientific and desktop computing. Negotiated with vendors and significantly reduced costs by reducing coverage on hardware that was not being used. Aligned the expiration dates of all software and hardware contracts so that they align with fiscal year end.
- Developed, marketed and implemented desktop encryption program for both academic and administrative user groups.
- Successfully implemented a wireless library laptop loaner replacement project. Developed replacement plan for 20 wireless laptops used by faculty, staff and students. Developed the necessary RFPs, negotiated with vendors, developed hardware and software testing criteria as well as developed image development and deployment strategies.
- Coordinated and marketed High Performance Computing Day at Lehigh. An annual conference showcasing Lehigh scientific research projects.
- Collaborated with campus administrators in the development of a PC lifecycle replacement plan for campus. Developed and analyzed PC hardware statistics and developed a 4 year plan for the upgrade and replacement of university desktop computers.
- Developed a joint NSF grant proposal for GRID communications research with Marist College, SUNY Geneseo, RPI and IBM. Acquired equipment and staffing for the development of a Condor and Globus GRID network for use in the project.

- Coordinated a PC recycle project that supplied PCs for instruction at villages in Kenya and Cameroon Africa.

1999-2000

Lehigh University, Bethlehem, PA

Senior Instructional Technologist

Responsible for assisting faculty and staff in the development of academic technology solutions used for instruction. Recommended and implemented on-line learning systems and researched and recommended new technology based learning systems and methods.

- Supported faculty on the use of Blackboard and other on-line course management tools
- Researched and developed Linux based Quicktime and Real streaming video servers for use by faculty and staff.
- Designed and restructured department websites and increased security measures to prevent unauthorized access.
- Enhanced the interface for the campus Blackboard course management system with the use of Adobe Photoshop and Dreamweaver.

1996-1999

Lehigh University, Bethlehem, PA

Senior Computing Consultant (College of Arts and Sciences)

Responsible for assisting, faculty, staff and students in the design, implementation, and use of academic computing and communication systems and other information technologies. Provided documentation, training, and consulting services in the efficient and effective use of such systems and technologies.

- Managed Y2K PC replacement project for the College of Arts and Sciences. Replaced over 150 PCs throughout various academic departments. Developed and implemented training procedures for faculty and staff receiving new PCs.
- Developed specialized training lab used by staff to pursue Microsoft Certifications such as the MCSE and the MCP. Acquired hardware, furniture software and training materials with less than a \$2000 budget.
- Collaborated with system and networking departments to transition 20 departmental Novell servers to a centralized Novell server environment.

1994-1996

Albright College, Reading, PA

Coordinator of Academic Computing

Responsible for the management of academic computing services for the college. Managed 4 academic computing labs including, class scheduling, hiring and training up to 14 student help desk staff members as well as coordinating the hardware and software upgrade and recycle replacement. Provide end user support for faculty in the development of courseware as well basic user questions pertaining to software and operating systems.

- Conceived, organized, marketed, and implemented the first computer competency program for students. Developed the curriculum and requirements and taught first computer competency workshops.
- Collaborated with administrators to consolidate computer purchasing activities to the computer center thereby enabling the college to take advantage of bulk purchasing.

1994-2002

Albright College, Reading, PA

Adjunct Professor/Founding Faculty of Degree Completion Program

Taught courses in the Computer Science Department and the Albright Degree Completion Program including: The Introduction to Information Systems and Business Communications as well as numerous software related courses using Microsoft Office applications.

- Founding faculty member of the Albright Degree Completion Program.
- Developed the first curriculum used in the Business Communications course as well as various computer related courses.

1993-1994 **Day & Zimmerman Information Solutions, Radnor, Pennsylvania**
User Support Specialist
Provided computer end user support services (remote and local help desk support). Developed training and documentation on various Lotus and Microsoft software applications.

1992-1993 **California State University, San Marcos, California**
Computer Competency Workshop Instructor
Developed lecture criteria and syllabus. Instructed college students in basic computer skills using PC and Macintosh computers. Assisted in the design and development of University computer labs

1990-1991 **American Systems Engineering Corporation, San Diego, California**
Junior Systems Analyst
Designed, developed and implemented computer database applications using Foxpro, FoxBASE, dBase IV and C++ programming languages. Trained personnel on the use of numerous software applications using Macintosh and PC computers.

ACADEMIC HISTORY

M.S. Lehigh University, Bethlehem, Pennsylvania. 2000
Major: Educational/Instructional Technology

B.S. California State University, San Marcos. 1993
Major: Business Administration

A.S. Mesa College, San Diego, California. 1990
Major: Computer and Information Science.

Management Workshops/Institutes

EDUCAUSE Institute Management Program, February 2004
Various Diversity, Legal, Budgetary and Management Workshops

PROFESSIONAL PRESENTATIONS

ACM SIGUCCS, Fall National Conference,

- “Windows 7 Planning and Implementation,” October 2010 (To be presented)
- “Securing and Managing data on the Desktop,” March 2009
- “Managing a growing High Performance Computing Infrastructure on a Fixed Budget,” October 2008
- “Encryption Technologies: Testing and Identifying Campus Needs,” October 2007
- “Windows Vista: Implementation Challenges,” October 2007

ACM SIGUCCS, Spring Management Symposium,

- “Windows 7 or Bust – What Does It Mean For Your Organization?,” April 2010
- “Securing and Managing data on the Desktop,” March 2009

- “Managing a growing High Performance Computing Infrastructure on a Fixed Budget,” April 2008
- “Securing Sensitive Data Across Campus,” April 2006

EDUCAUSE National Conference,

- PGP Whole Disk Encryption Implementation,” October 2008
- Stay Out of the News: Encrypt your Files,” October 2006
- Client Service Insanity: A Campuswide Novell to Active Directory Migration,” October 2005
- Grids, SMP Systems, Linux Clusters, What Do Faculty Really Need?” October 2004

EDUCAUSE Mid-Atlantic Regional Conference,

- “Streamlining Support and Management through the Implementation of Active Directory,” January 2003
- “Mobil Evaluation and Deployment Strategy,” January 2002

Lehigh University STAR Academy,

- Presentation to Bethlehem area middle school students on the computing field and what it takes to become successful in an Information Systems career, March 2002

Syllabus Northeast Regional Conference,

- “In Search of the Perfect Mobil Computing Device,” December 2001

American Payroll Association Pennsylvania State Conference,

- “Implementation Strategy for Y2K,” September 1999

Pennsylvania Area Library Association,

- “How Computer Viruses Work” October 1996

COMMITTEES/ORGANIZATIONS

Program Chair, ACM SIGUCCS Management Symposium (2010 – present)
Treasurer, ACM SIGUCCS Management Symposium (2008 - present)
Vendor Chairperson, ACM SIGUCCS Conferences (2007 – present)
Chairman, LTS Encryption Evaluation and Deployment Committee (2007-present)
Chairman, LTS Windows Vista Implementation Committee (2007 – present)
Member, Lehigh High Performance Computing Committee (2005 – present)
Member, LTS Identity Management Committee (2006 - present)
Chairman, Lehigh Scientific Computing Committee (2000 – 2005)
Chairman, LTS Internet Browser and E-mail Research Committee (2004 - 2005)
University Tradition of Excellence Award Committee (2003 – 2005)
Campus Portal Research and Selection Committee (2000 – 2002)
Reading Leadership Institute (Computer Instructor) (1996-2001)
American Payroll Association (Lecturer) (1999)

AWARDS

Recipient of the Lehigh University Information Resources Service Excellence Award, 1998.