

STEVEN KEITH HELM

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EXPERIENCE

WICHITA STATE UNIVERSITY

2002-Present

School of Higher Education

Management Information Systems Lecturer

- Teach the courses: *Management Information Systems (undergraduate and graduate), Data Communications and Networking, Systems Analysis and Design, Topics in Computer Networking, and Business Software.*
- Committee member for Technology Committee, Exceptions Committee, Website Redesign, and MIS scholarship selections
- DreamSpark administrator

COMPUTER SCIENCES CORPORATION

2002

An Information Technology Consulting and Outsourcing Company

Information Technology Senior Supervisor

- Project Management of data migration as part of a server consolidation project. Projects include the migration of data from UNIX (Sun Solaris) and Novell servers to an EMC NAS, and the migration of applications from Novell servers to Windows 2000 servers
- Research and deliver presentations to upper management. Presentations have included: Tech Pubs UNIX to EMC NAS migration, Redesign of Licensing Services, E-mail Server Consolidation, and Machine Controller Migration
- System Administration of an enterprise directory, NetWare servers, and Windows 2000 servers in a 6,300 node enterprise network that spans 12 locations. Write scripts in a proprietary language for server administration and data migration

RAYTHEON AIRCRAFT COMPANY

1998-2002

A manufacturer of commercial and personal airplanes

Information Technology Manager responsible for the Windows NT and Novell groups

- Managed the Novell, NT, and Desktop groups, which consisted of 20 system administrators and 10 desktop developers.
- Managed 2 enterprise directories, 85 Novell NetWare, and 45 MS Windows servers in an 8,500 node enterprise network that spanned 14 locations. The larger directory, eDirectory, contained over 10,000 objects.
- Redesigned processes and technology to raise server uptime from 97.1% to 99.9%. This was accomplished through configuration changes, root cause analysis, improved testing, increased monitoring, change control process implementation, maintenance improvements, better working relations with other IT groups, and other improvements.

- Researched and delivered presentations to upper management. Topics included High-availability Server Solutions, IPX Elimination, NetWare 5.1 upgrade, Windows 2000 upgrade, Novell Elimination, and The Use of Local Drives as a File Storage Option
- Project management of all Novell and Windows server changes. This included the NetWare 5.1 upgrade, the Windows 2000 upgrade, the eDirectory upgrade, the Active Directory design and implementation, the NDS redesign, the elimination of all server IPX traffic, and the deployment of 70 servers and 800 printers at 14 locations.
- Managed company relationships and agreements with Microsoft and Novell. Tasks included serving as primary contact, developing requirements for contracts, ensuring contract compliance, and coordinating quarterly reviews. Also, managed numerous smaller vendors and assisted with the Compaq and Entex agreements.
- Directed the acquisition and replacement of Compaq servers. Developed requirements, monitored lease expirations and user needs, wrote purchase requisitions, obtained approvals, and managed implementation.
- Involved in the development and implementation of security procedures that comply with federal guidelines

System Administrator

- System Administrator for Novell and Windows servers. Tasks included the documentation of procedures and policies, the redesign of a directory and time synchronization to meet to enterprise-level specifications, the development of security procedures to comply with US Export Compliance guidelines, and the programming of scripts for server administration and Y2K testing

NIRO, INC., Hudson, Wisconsin

1997-1998

A manufacturer of powder-technology equipment

System Administrator for network and Windows NT, NetWare, and Sun Solaris servers.

- Administered the network and Windows NT, NetWare, and Sun Solaris servers. Wrote procedures for installation and troubleshooting, and provided support and training to users.
- Researched and implemented new technology, such as a bandwidth manager and a fax server

TRO LEARNING, INC., Edina, Minnesota

1994-1997

A developer of educational software for schools and corporations

Customer Support Manager responsible for the Hotline

- Supervised 9 technical analysts. Group maintained a 4 out of 5 star rating for customer approval while the workload increased 50%
- Researched and delivered presentations.
- Provided customer support and training
- Administered a FoxPro Database

COMPUSOURCE, Bloomington, Indiana 1993-94
Manufacturer and seller of personal computers

Business Systems Analyst

- Developed and implemented computer-based systems
- Analyzed sales trends to set pricing schedules
- Built Pentium-based servers and workstations

INDIANA UNIVERSITY SCHOOL OF BUSINESS, Bloomington, Indiana 1993
University IT Department

Technical Analyst

- Setup computers and printers on the LAN
- Provided hardware and software support to two labs, a wireless classroom, and the School of Business faculty and staff

INTERLINK, INC., Berrien Springs, Michigan 1982-86, 1987-88
Developer of circulation, accounting, and editorial software for newspapers

Sales Manager

- Managed sales, inventory, shipping, and receiving
- Trained users
- Designed software specifications and wrote software manuals

AECS, Jakarta and Surabaya, Indonesia 1980-81
• Instructor of English as a secondary language

EDUCATION AND CERTIFICATIONS

NOVELL NETWARE

Certified Netware Engineer (C.N.E.) 5.x 2000
Certified Netware Administrator (C.N.A.) 5.x 2000
Certified Netware Engineer (C.N.E.) for Classic, 3.x, 5.x 1996
Certified Netware Administrator (C.N.A.) for Classic, 3.x, & 4.x 1996

IT SERVICE MANAGEMENT 2000
Foundations in IT Service Management

UNIVERSITY OF ARIZONA, Tucson, Arizona 1993
M.A. in Anthropology with emphasis in technology development and application

INDIANA UNIVERSITY, Bloomington, Indiana 1992
Coursework for graduate minor in Population Studies

ANDREWS UNIVERSITY, Berrien Springs, Michigan 1984
B.A. in Economics, Minor in History