

Roger A Justus

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[Roger Justus LinkedIn](#)

[Profile](#)



OBJECTIVE

People-oriented Information Science Professional with extensive information technology background focused on support and training.

Seeking a fulfilling position in an academic library in spatial analysis and data analysis while working with people to achieve their goals in research and education.



EDUCATION

Masters of Science in Information Sciences | University of Tennessee

AUG 2020 – MAY 2022 (EXPECTED GRADUATION)

Concentration – Geographic Information

Bachelors of Science in Education | Western Carolina University

JAN 1991 – MAY 1992

Secondary Social Science Education

Bachelors of Science - Geography | Western Carolina University

AUGUST 1985 – DECEMBER 1990

Cartography and Political Geography



SKILLS

ArcGis, QGIS, SQL, Python, R, Rstudio, HTML, CSS, Access, Excel, Word, Powerpoint, Visio, Teams, jamovi, Tableau, SAS Imp, Camtasia, JIRA, ServiceDeskPro, ServiceNow, Remedy, JSON editor, WordPress, Omeka and Omeka Scalar, Acronis, Zotero, Asana, MS Project, Teamworks

Training – Experience in both classroom and online training experience ranging from corporate program development to classes for scout merit badges, including development, assessment, and teaching of the courses.



EXPERIENCE

Consultant/Full-Time Student

- Self-Employed April 2019-present
- Consulting for small and mid-sized businesses in areas of IT
- GIS and Mapping Services for researchers
 - Mapping and data support for "Oceans of Kinfolk" doctoral dissertation for Dr. Jennie Williams at Johns Hopkins University.

Service Desk Manager

Ascend Federal Credit Union – Tullahoma, TN October 2014 to April 2019

- Management of IT support projects, including facility moves, new hardware, software rollout, and new IT services. Managed staff of six, serving more than 500 staff across 20+ branches and other offices.

Client Services Manager/ Customer Services Manager/ Project Manager (Service Desk)

Symphony/Tangoe - Nashville, TN January 2011 to October 2014

- Responsible for 30+ Help Desk and Call Center employees in three locations.

U.S./India/Argentina

- Analyzed the performance of help desk activities, including documentation of call tickets within Remedy, problem areas, and all levels of client activities.
- Created complete life cycle documentation for company support procedures and custom programming.
- Project Management for new customers from discovery to go-live

Account Manager/Customer Service Manager

Spheris - Nashville, TN May 2007 to August 2010

- IT-intensive account management of 20-30 hospitals employing Spheris medical transcription services.
- Includes Project Management; worked with all aspects of IT, including Development, Voice Applications, Implementation, QA, and Product Management.
- Provide physician education and in-services to customers within assigned territory.
- Responsible for 30+ Help Desk and Call Center employees.

Manager Help Desk/Support

Qualifacts Systems Inc - Nashville, TN March 2006 to September 2006 Managed all operations for a 15-person Help Desk and service center for an ASP-based software provider.

- Department included three Business Analysts and five Senior Developers.

IT Customer Support Manager

Fonville Morissey Real Estate - Raleigh, NC September 2004 to March 2006

- Project Management for all IT Projects. Including the rollout of new PCs for ten field offices with no downtime.
- Managed staff of five Support Engineers, serving more than 800 active real estate agents and more than 50 field offices

Tech Support Supervisor

College Foundation of NC. - Raleigh, NC March 2002 to August 2004

- Project Management for all IT support projects, including facility move, new hardware, software rollout, and new IT services.
- Developed and conducted a project management training course focused on MS Project for senior management.
- Managed the development of a comprehensive training program, including new employee technical orientation.
- Established CFI's Business Continuity Policy and Procedures to address federal and state regulations.

Manager Product Support

iWork Software - Greensboro, NC March 2000 to August 2001

- Software product provided wireless barcoding and scanning for companies in the distribution and warehousing industries. Managed staff of four Support Engineers serving over 200 active clients.

Sr. System Analyst

Mott's, a division of Cadbury Schweppes - Stamford, CT November 1996 to March 2000

- The managed problem resolution process for internal and external customers at the eleven sites and multiple sales and broker locations for the #1 producer of Apple Juice in the US.
- Developed and conducted training classes for company software packages

Speedvision Television Network - Stamford, CT August 1996 to November 1996

- Consulting position responsible for ensuring rapid network restorations and providing various hardware and software problem resolutions for the seven sites at a 500 plus employee television network.

Teacher

Grandview Middle School - Hickory, NC August 1995 to August 1996

- Grandview's first full-time computer and technology educator for 6th, 7th, and 8th graders. Instituted computer training and integration support for all subject areas. Coordinated three computer lab and internal server systems and coached the girl's volleyball team to its first victories in ten years.

Media Center Lab Coordinator

Western Carolina University - Cullowhee, NC October 1993 to July 1995

- Provided support to students, staff, and faculty while developing the first all-purpose computer lab on campus. Executed pilot programs for the first online English Composition course, among other programs.



PROFESSIONAL ORGANIZATIONS AND OTHER AFFILIATIONS

- Vice President – Student Chapter Society of American Archivists
- American Library Association
 - UTK Student Chapter
 - The Map and Geospatial Information Round Table (MAGIRT)
- Western Association of Map Librarians
- TNGIC - Tennessee Geographic Information Council
- Royal Geographic Society
- American Association of Geographers