

## **Welcome UIS New Hires - Fall 2017 Edition** <sup>[1]</sup>

September 27, 2017 by [Employee Services](#) <sup>[2]</sup>

The UIS team just got a little bigger. Congratulations to these new and promoted staff members!

<b>Name</b>	<b>Position</b>	<b>New, transfer or promotion</b>	<b>Start date</b>	<b>Position specialties</b>
Taryn Butler	Lead Service Desk Technician	Promotion	8/1/2017	<p>Taryn Butler has been promoted from Service Desk Technician to Lead Service Desk Technician. In her new position, she provides leadership, direction, mentorship and coaching to a team of student technicians within the Service Desk.</p> <p>She oversees the daily operation of Service Desk functions such as phone, email and walk-in support, logging of incidents and requests into a service management system and escalation of open incidents. She is responsible for ensuring the utmost level of service delivery for departments supported by the UIS Service Desk.</p>

Timothy Thomas	Service Desk Technician	New	8/7/2017	Timothy, Angelica and Kyle are Service Desk Technicians. This team is first line of client communication, providing customer support in the form of computer troubleshooting and repair, network and internet connectivity, email, software applications and incident triage.
Angelica Rodriguez	Service Desk Technician	New	8/14/2017	
Kyle Dunn	Service Desk Technician	New	8/16/2017	They possess exceptional customer service skills and are responsible for ensuring the highest level of service for the departments supported by the UIS Service Desk.
David Williams	PeopleSoft Portal Developer	New	8/9/2017	As a PeopleSoft Portal Developer, David provides functional and technical expertise in the area of PeopleSoft Enterprise Portal, PeopleCode, PeopleSoft Enterprise Portal, other Oracle and PeopleSoft technologies and web systems.  He plays a key role in the development of new portal components and functionality, using innovative PeopleSoft technology including PeopleTools 8.55 and 8.56, Elastic Search and Fluid.
Luis Trujillo	Student IAM Support Specialist	New	8/28/2017	As a Student IAM Support Specialist, Luis sets up user accounts and processes user access requests for university systems. He troubleshoots access to applications and, when needed, escalates issues to operational and development staff. Additionally, he describes, documents and identifies opportunities for improvement of business processes, provisioning rules and workflows.

Alicia Pickell	Business Operations Student Assistant	New	8/29/2017	As a Business Operations Student Assistant, Alicia is responsible for coordinating CIOs time, making meeting arrangements and greeting visitors. She also supports Business Operations with procurement, administrative tasks, recruitment and other projects.
Jaya Vaidyanathan	Senior Director of Research and Grants Systems	New	9/1/2017	As the Senior Director of Research and Grants Systems, Jaya completes a variety of tasks daily. From sitting on advisory groups, planning committees and work groups, she plays a major role in ensuring institutional goals are met. She leads the maintenance and enhancement of the University's pre-award and post-award research systems, coordinates important campus resources, and uses her expertise to create solutions to complex problems.

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