

Matthew S. McFall

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## **Professional Summary**

Innovative IT Executive with a strong emphasis on cross functional collaboration to achieve organizational goals. Demand continual process evaluation to ensure the most efficient use of all organizational resources. Detailed project management philosophy designed to maximize the ROI for all projects. Laser focus on customer service and its ability to create a strong rapport between all organizational teams.

## **Experience**

### **Chief Information Officer**

Wallace State Community College – Hanceville, AL

September 2021 – Present

Serve as the Chief Executive of the Division of Information Technology (DIT). The division is responsible for all areas of Information Technology on the campus, to include Information Security, ERP, LMS, Network Infrastructure, Technology Support, Technology Inventory, Technology Procurement, and Technology Project Management.

Member of the President's Cabinet. Serve as one of the executive leaders of the college and the DIT Liaison. Ensuring DIT's policies and procedures align with the college's strategic plan.

Collaborate with college stakeholders to ensure all technology needs are met. Facilitating discussions between faculty, staff, and students to better understand the technology needs across the campus.

Manage a multi-million-dollar technology budget.

Established and maintain the campus technology replacement cycle. All campus technology is on a 5-year replacement cycle.

Manage all technology projects and make recommendations for technology enhancements.

Review college processes and procedures and identify opportunities for improvement.

Serve on campus and state committees and councils as the college's Information Technology Executive.

## **Director**

Jacksonville State University – Jacksonville, AL

September 2016 – Present

Lead the university's Technology Support Department within the Division of Information Technology. This department consists of four distinct units: Technology Support Center, Client Services, Inventory and Imaging Services, and Integrated Technology Services.

Perform duties of CIO when requested or in the absence of the CIO. Attend Executive and Strategic Planning meetings as the IT representative. Present reports to the University's Executive Leadership Team. Assist in overall IT budget planning as well as individual department budget planning.

Serve as the Liaison between IT and the rest of the university community. Work extensively with departmental VP's, Deans, Department Heads, and faculty to ensure their technology needs are being met. Established numerous cross-functional teams to review and approve technology initiatives across the campus.

Created technology plan to allow the university to transition to remote operations after the 2018 tornado that struck our campus and the 2020-2021 COVID-19 pandemic. We were able to maintain normal operations while faculty, staff, and students were unable to be on campus. Had to establish VPN access for faculty and staff and virtualization of student labs to allow access to needed software.

Lead all IT/Audio Visual projects on campus. These include all new building construction projects and remodeling of existing spaces. Form strong relationships with contractors and vendors to ensure cohesion during all phases of the project.

Implemented a 1:1 device program for all students in the School of Health Professions and Wellness and the School of Education. All students are provided a university owned computing device during their time in the various programs. This enabled easier support of the devices and allowed the implementation of online assessment for all students.

Implemented a faculty device refreshment program that provided all full-time faculty a new mobile computing device. This replaced 10-year-old desktop computers the faculty members were utilizing.

Implemented a classroom technology upgrade program that coincided with the faculty device program. All classrooms received new technology that allowed the faculty to utilize their mobile computing devices in the classroom. The technology included interactive panels, interactive projectors, and lighting and sound control.

Implemented Microsoft SCCM as our imaging platform, replacing several legacy systems. One system is now able to perform the functions of several disparate systems and allows one System Administrator to perform the roles previously handled by several System Administrators.

Approve all campus technology purchases to ensure they will meet expectations and are not unnecessary or a waste of appropriated funds.

Transitioned the university to the Office 365 Suite of applications.

## **Network Engineer**

Jacksonville State University – Jacksonville, AL

November 2013 – September 2016

Functioned as the Senior technical lead for the Network Architecture and Infrastructure Support Department.

Provided design and purchasing decisions for the university's move from Cisco Networks to Brocade Networks. This provided enhanced performance at a significant cost savings. We were able to upgrade outdated network equipment at a faster pace, due to the lower equipment costs.

Trained and mentored the Network Specialists as well as other members of the IT support team. This allowed cross-functional training to occur, which reduced the down time for end users.

Installed, maintained, and repaired all network switches, cabling, and devices that control the JSU local area and wide area network.

Installed, maintained, and repaired all wireless network infrastructure to include switches, controllers, and access points.

Installed, maintained, and repaired the fiber optic infrastructure.

Surveyed buildings to determine network expansion needs.

Wrote technical reports and maintained a database/notes of networking configurations.

Enhanced the IT infrastructure in preparation for various 1:1 device implementations.

Participated in industry relative training to ensure competence in current technical knowledge.

## **IT Support Analyst**

Jacksonville State University – Jacksonville, AL

November 2008 – November 2014

Provided computer and network support for the university students, faculty, and staff.

Responsibilities included Network Infrastructure support along with PC hardware and software support.

Implemented a new dorm security system that utilized biometric scanners and closed-circuit cameras. Allowed for a more secure housing environment at the university.

## **Supervisor – Maintenance Center**

Deltacom, Inc. – Anniston, AL

October 2001 – November 2008

Responsible for the recruitment, training, and supervision of a group of maintenance technicians. Directed a group of 25-30 technicians in a high call volume maintenance center. Provided leadership and guidance in the areas of telecommunication troubleshooting and customer service.

Transformed the center into a regional breakdown. The changes integrated both voice and data technicians into one area based on the geographical setting of each customer. This allowed for a better customer experience and made better use of our resources.

Implemented training programs that allowed employees to advance their career goals as well as enhance the customer experience. The training was designed to allow employees to learn a new area of expertise in their job role.

Created flowcharts to illustrate the workflow of a trouble call throughout the center. This eliminated confusion on where to route the customer once a certain level of troubleshooting had been attained with no resolution. This cut down on delays in the troubleshooting process.

Monitored employee performance through a ticket reporting system. Conducted performance evaluations and made recommendations for promotion and annual raises.

Created reports and gave presentations to the Executive Level staff. The reports and presentations covered areas related to goal achievement and improvements in customer experience.

Customer base included Fortune 500 companies, Banks, National Universities, and Municipalities.

## **Network Administrator**

CybrTyme, Inc. – Hokes Bluff, AL

February 1999 – October 2001

Managed the network infrastructure.

Helped expand the business into partnerships with local Electrical Cooperatives. Increased the company's presence in local school systems.

Installed entire network infrastructure for Hoover City Schools (Hoover, AL) and Fairfield City Schools (Fairfield, AL).

Created a training program for the front-end technicians to improve the customer experience.

Made all equipment purchase decisions.

## **Education**

Jacksonville State University – Jacksonville, AL

September 2016 - present

**Doctor of Science – Emergency Management**

Areas of Research: Cybersecurity, Business/Academic Continuity, and Risk Perceptions.

Jacksonville State University – Jacksonville, AL

January 2010 – April 2014

**Master of Science – Manufacturing Systems Technology**

Jacksonville State University – Jacksonville, AL

September 1998 – December 2008

**Bachelor of Science – Business Management/Human Resource Management**

## **Teaching Experience**

EM 435 – Introduction to Cyberterrorism – Jacksonville State University

STU 101 – First Year Experiences – Jacksonville State University

## **Committees**

WSCC – Executive Cabinet and Virtual Learning - Liaison

JSU - University Strategic Planning – Co-Chair, Employee Performance Evaluation, Learning Spaces Design, and University Safety.

## **Volunteer and Community Involvement**

Webster’s Chapel Volunteer Fire Department – Wellington, AL 10/14-present

### **Assistant Chief**

Departmental officer and training officer for the department. Perform fire suppression, life safety, and emergency medical operations in high stress and hazardous environments.

United States Air Force Academy – Colorado Springs, CO 03/20-present

### **Admissions Liaison Officer**

Mentor Air Force Academy applicants and guide them through the application process.

Alabama High School Athletic Association – Montgomery, AL 9/03-present

### **High School Football Official**

Officiate as head referee for high school and junior high school football contests.