Indiana University
Support Center

October 2018

**Manager, SC Frontline**
Adam Smith

- **Frontline**
  - Assistant Manager
    - Nicole Lyon – IUB
  - User Support Specialists:
    - Aaron Buck – IUB
    - Colín Hampton – IUB
    - David Harden – IUB
    - Daniel Jones – IUB
    - Dustin Kirkpatrick – IUB
    - Andrew Osborne – IUB
    - Sam Shrader – IUB
    - Ian Barclay – IUPUI
    - Jonathan Davenport – IUPUI
    - Jeff Scott – IUPUI
    - Vacancy – IUB

- **Computer Coordinators:**
  - Andrew Baker – IUB
  - Colín Boyll – IUB
  - David Goldberg – IUB
  - Dan Kercher – IUPUI
  - Micah Marx – IUPUI
  - Cory McPheeters – IUPUI
  - Nathan Snyder – IUPUI
  - Vacancy – IUB

- **Computer Assistants:**
  - Dustin Altman – IUB
  - Jonathan Baker – IUB
  - Matthew Brown – IUB
  - Amy Chapman – IUB
  - Eric Knipstine - IUB
  - Thom Scott – IUB
  - Caleb Zogorski – IUB
  - David Bryant – IUPUI
  - Justin Cummings – IUPUI
  - Bailey Patchett – IUPUI
  - Dominic Richardson - IUPUI
  - 50+ hourly staff

**Manager, SC Tier 2**
Jamey Brooks

- **Manager, Quality Assurance & Training and KME**
  - Chris Payne
    - Knowledge Management Editors
      - Julie Thatcher (Lead)
      - Paul Brown
      - Anne McDaniel
      - Victoria Neely
      - Amy Price
      - Elizabeth Venstra
    - Quality Assurance and Training
      - Chris Haugen
      - 1 hourly staff

- **Accounts Administration**
  - Christine Conklin – IUB
  - Rose Ann Hasty – IUB
  - Barbara Hanes – IUPUI

- **CrimsonCard**
  - Kirby Stout (Lead) 50%
  - Patsy Hendrickson – IUB
  - Tracy Hollon – IUB
  - Natalie Smith – IUPUI
  - Melissa Wagner - IUPUI
  - Hourly staff

- **Desktop, Server and Mobility:**
  - Abe Dashiell – IUB
  - James English – IUB
  - Jake George – IUB
  - Kim Herman – IUB
  - Pat White - IUB

- **Web Services Support:**
  - Morgan Menden (Lead) – IUB
  - Dawn Shanks-Lynch – IUB
  - 3 hourly staff

- **SIS:**
  - Heather Bowland - IUPUI
  - Travis Durnal – IUPUI
  - Tiara Washington – IUPUI