Jamar Jay Jones

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Over 20 years of exceeding customer service expectations and leading high performing teams in executing goals to further company missions.

Education

2022 - Present University of North Carolina Wilmington   Wilmington, NC
Masters of Business Administration with a Specialization in Cybersecurity

2021 - 2022   University of North Carolina at Chapel Hill   Chapel Hill, NC
National Certified Government Chief Information Officer

1995 - 2000   Saint Augustine's University   Raleigh, NC
Bachelor of Science Degree Computer Information Systems

Professional Achievements

Implemented school-wide video collaboration solution ● designed and developed a new 4k video studio ● created an easy button pager system for class/conference rooms ● constructed faclty and staff technical training ● currently manage a 500k IT annual budget ● service over 250 faculty and staff - more than 12,000 public officials annually

Speaking Engagements

NCLGISA Fall Symposium, Adobe User Conference, UNC Computing at 50, UNC Webmasters, Louisburg College "Making the Transition", ITT Cornerstone Presentation

Computer Skills

Web Applications: Acid 4.0-6.0, Adobe Creative Suite (Acrobat X Pro, After Effects CC, Contribute CS5, Animate CC, Dreamweaver CC, Premiere Pro CC, Photoshop CC, Illustrator CC, InDesign CC, Lightroom CC), Adobe eLearning Suite (Connect, Presenter), Articulate Storyline, GAIA Framework, Mediasite, SharePoint 2010, Soundbooth CS4, Swift 3D, Swishmax, Tableau, Zoom

Languages: HTML, CSS, JavaScript, Actionscript 2 & 3, XML, Java, C++

Content Management System: WordPress, Joomla, Mambo

Applications: Office 365 (Word, Excel, Access, PowerPoint, Outlook, infopath, Visio, Sharepoint), Monday.com Symantec Ghost, Active Directory, Intellisync, Taskfreak, Time Fox.

Professional Memberships

Project Management Institute Member, Association of Computer Professionals

Personal Memberships

Kappa Alpha Psi Fraternity, Phi Beta Lambda Business Fraternity, Board member - Diversity Community Foundation

Assistant coach, Carolina Wave (Amature Athletic Union team)

Professional experience

May 2022– present

University of North Carolina at Chapel Hill   **Chapel Hill, NC**

Director of Information Technology

- Managing and supervising Audio Visual Technicians, Instructional Designers, Application Developers, Service Desk Analyists, and Database Administrations in the IT department
- Ensuring the maintenance of current projects and technology systems.
- Identifying vulnerabilities, the need for upgrades, and opportunities for improvement.
- Prepares annual goals and objectives, as well as creation and 5 year Strategic Plan
- Develops and maintains relationships with external IT vendors and service providers
- Establishes efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure
- Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs
- Proposing strategic solutions and recommending new systems and software

May 2019 – May 2022

University of North Carolina at Chapel Hill   **Chapel Hill, NC**

Educational Technologies Manager

- Responsible for the design, installation, and maintenance of technology for 22 classrooms and conference rooms
- Troubleshoot technical issues for school courses that use Zoom, Mediasite, and Adobe Connect
- Assist faculty members in creating over 30 video and E-learning projects annually
- Lead team in customer service and problem solving techniques to ensure faculty and staff success
- Create monthly analysts reports on distance education metrics

March 2013 – April 2019

University of North Carolina at Chapel Hill   **Chapel Hill, NC**

Multimedia Designer

- Design and program award-winning, interactive products, including eLearning modules, webinars and classroom captures using Articulate Storyline, Adobe Connect and Mediasite for the School of Government Online and Distance Education Program
- Collaborate with instructional designers and subject matter experts to develop written, graphic, audio, animated and video content
- Manage work study students to create graphic design and video production deliverables for faculty projects
- Design customized interfaces using typography and layout principles
- Create web programing concepts using HTML, CSS and Adobe CC
- Develop engaging data visualization in Tableau based on faculty research
- Create and edit graphics, PowerPoint presentations and printed materials
- Maintain audio visual equipment (Behringer X32 mixer, Canon 5D Mark III digital camera, Canon XA30 Pro Camcorder) in the Multimedia Design Lab

July 2012 – Sept. 2012	**Cisco Systems**	**Morrisville, NC**

Multimedia/Adobe Flash Designer (Contractor)

- Collaborated with internal clients to gather requirements, storyboard, and develop creative content to support instructor-led presentations, print products and web-based interactive eLearning modules for sales teams
- Served as project-lead/lead developer for instructional materials using the following software development tools: Adobe Flash, ActionScript 3.0, HTML, XML and CSS
- Maintained versioning control standards through the use of OutStart Evolution LCMS
- Gathered project requirements to define the scope of work
- Produced accurate project hours and schedule estimates needed to perform required projects
- Developed print products using Adobe Photoshop, Adobe Illustrator and Adobe InDesign

Nov. 2011 – May 2012	**North Carolina Department of Transportation**	**Raleigh, NC**

Front End Web Interface Designer (Contractor)

- Created and edited data-driven Microsoft SharePoint web-part pages and static HTML content
- Edited HTML, JavaScript and CSS pages as needed to align with business needs
- Maintained site branding and design standards across all pages
- Created SharePoint libraries and lists based on department guidelines
- Created and edited images and photos using Adobe Photoshop
- Used Data View and Content Query web parts to create specialized views of existing data

April 2008 – Nov. 2011	**University of North Carolina at Chapel Hill**	**Chapel Hill, NC**

Multimedia Designer

- Created eLearning modules and other interactive products from direct internal client consultation
- Designed mockups based on client feedback using Adobe Photoshop
- Created website maps and flowcharts according to design and content
- Worked with the eLearning product development team to design and implement online user experiences
- Created 3D designs and renderings with Swift 3D
- Designed HTML prototypes, visual interfaces and interaction of web-based applications
- Conducted data extraction, clickstream report generations and database management support
- Provided support for production server files and product backups
- Used research and experience to identify the strengths and weaknesses of potential multimedia solutions, and alternative technical approaches to instructional problems
- Created static, animated and interactive content objects and participated in the development and maintenance of animation standards
- Presented technical design and animation concepts for team review, accepting critical feedback to resolve and ratify to production specification

| **July 2012 – Sept. 2012** | **Symantec Corporation** | **Durham, NC** |

Web/Lab Administrator (Contractor)
- Worked with Web Lead to maintain and enhanced the SIGSEC web portal
- Provided web interface to build/release engineering processes in use by SIGSEC development teams
- Created web designs with Adobe Dreamweaver
- Worked with Lab Lead to maintain lab systems
- Managed and maintained daily system backups
- Installed rack mounted hardware and base operating systems
- Created testing environments in Solaris, Linux, AIX, HP-UX, Tru64 and Windows

| **Nov. 2011 – May 2012** | **St. Augustine's University** | **Raleigh, NC** |

Webmaster
- Coordinated the planning, maintenance and accessibility of website content to ensure consistency
- Created original website content
- Created and maintained blogs, polls, and e-forms in Joomla for Current Student's portion of college website.
- Served as system administrator for the college Blackboard online course management software suite
- Created computer graphic, multimedia design, and all aspects of Website content management for the University
- Worked in a team-oriented, collaborative environment to secure the organization's goals and objectives

| **Dec. 2003 – Dec. 2005** | **Misys Health Care Systems (Allscripts)** | **Raleigh, NC** |

Multimedia Designer
- Managed technical end of enterprise web initiative and enterprise web servers and web databases
- Developed Internet/intranet solutions for employees, clients and departments
- Evaluated and recommended web hardware and software solutions
- Enabled access to legacy systems as need, technology and regulations dictate
- Understood regulations and ethical issues related to HIPAA

| **Dec. 2003 – Dec. 2005** | **Misys Health Care Systems (Allscripts)** | **Raleigh, NC** |

Tech Support Representative
- Called queue Management/monitored the Internal Call System for assistance requests, as well as took ownership for resolving client support issues from case logging through management of escalation or resolution
- Documented customer problems in the call management system and provided appropriate details/information
- Used escalation procedures as necessary
- Provided efficient, quality service while working with MHC CSRs, Field Supported personnel and clients to resolve outstanding client issues
- Supported, promoted and cooperated with fellow employees in the attainment of MHC Helpdesk goals to provide quality service to the client

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Biographical sketch

Jamar Jones is the Director of Information Technology at UNC-Chapel Hill's School of Government. He joined the School of Government in March 2013 as a multimedia developer. Jamar has over 13 years of experience in design and multimedia production, and specialized in animation, video production and graphic design for the school's Teaching and Learning program. His award-winning multimedia pieces provided vital support to the School of Government's faculty members. Jamar received his bachelor's degree in Computer Information Systems at Saint Augustine's University in Raleigh, NC. St. Augustine's University is a Division II historically black university where Jamar was a member of the men's basketball team and won the CIAA championship in 1997 and competed in the NCAA Elite 8. On October 13, 2022, Jamar was inducted into the St. Augustine's University Athletics Hall of Fame.

After graduating, Jamar started his IT career as a desktop support specialist for various companies. During that time, he taught himself how to code and build websites. He transitioned from desktop support to network administration for a development farm that built software for Compact Computer Systems. Jamar then moved into website development where he became the webmaster for his alma mater before transitioning into multimedia development at UNC-Chapel Hill's Teaching and Learning division. In that role, Jamar redesigned courses for faculty members throughout the school. After leaving UNC-Chapel Hill, he worked for Cisco Systems and created modules for the sales team that helped educate them on the product line. From there, Jamar completed the NCDOT Connect site for the N.C. Department of Transportation. After that position, he returned to UNC-Chapel Hill where he created e-learning modules and webinars for the IT distance education division of the School of Government. Five years ago, Jamar transitioned into management where he became the manager of the Instructional Design department, then later added the Audio Visual department to his team. Next, he inherited the service desk team and was then promoted to run the entire IT department.

Jamar and his wife, Kelly, are currently empty nesters with two adult daughters, Kaylah and Deja, who live nearby in Raleigh. Jamar and Kelly live in Durham, NC with their cat, Wily. Jamar enjoys working out, photography and graphic design. He has coached AAU 16U5, but decided to take a break last year to coach 5 and 6-year-olds for a family friend.