

Linnea Johnson

Assistant Manager of Information Technology

Simmons College - Graduate School of Library and Information Science

Education

Simmons College, Boston, MA B.A. 2001
Communications and Graphic Design

Simmons College, Boston MA MLS 2004
Library and Information Science

Experience

Assistant Manager of Information Technology, Simmons College GSLIS; Boston, MA

2001-present

- Organizes and monitors day-to-day responsibilities for the GSLIS Technology Group
- Project distribution for Dean's Fellows and Technology Reference Assistants (TRAs)
- Supervises, hires, schedules, and handles payroll for student workers (TRAs)
- Technology project management for GSLIS faculty and staff
- Technology grant writing for GSLIS with Assistant Dean of Technology
- Manages hardware and software inventory databases
- Technology equipment research and ordering for GSLIS faculty and staff
- Monitors emerging technology initiatives and integrates them within GSLIS
- Monitors budget for GSLIS Technology
- Conducts new GSLIS faculty and staff technology orientations
- Maintains new GSLIS faculty and staff technology orientation wiki
- Participates in meetings regarding technology advancement with other technology units within the college
- Serves as liaison to Simmons Technology and Academic Technology for operational issues
- Supervises installation of upgrades
- Supervises computer image build
- Maintains GSLIS Technology Lab, Cataloging Lab, and Usability Lab equipment and software upgrades
- Supports technology needs of GSLIS faculty and staff
- Provides point-of-use instruction to GSLIS students in the lab
- Maintains and updates GSLIS Tech Lab website
- Researches and implements new technologies that support curriculum and to promote efficiency with GSLIS staff procedures

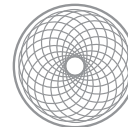
Adjunct Faculty, Simmons College GSLIS; Boston, MA 2006-present

- Teach Technology for Information Professionals graduate core course (LIS 488) to GSLIS students

Mac Specialist & Genius Admin, The Apple Store; Chestnut Hill, MA June 2005-October 2008

- Provide complete and appropriate solutions for every customer by utilizing retail sales and customer service skills.

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- Translate “techno-speak” into laymen's terms. Have the ability to teach and demonstrate to all levels of experience.
- Provide complete and appropriate sales solutions to customers.
- Complete fast and accurate sales transactions involving cash, credit, checks, etc.
- Help customers in a timely manner and provides courteous customer service on the sales floor and cash register areas.
- Maintain knowledge of current promotions, trends, merchandise features, store inventory, policies and procedures.
- Gives solution-based presentations in the in-store theater. Protects assets through loss prevention awareness.

Computer Help Desk Technician, Simmons College; Boston, MA 1997-2001

- Resolved problems with the Internet, email, computer configurations, Window 95/98, network problems (including Jet Direct printers), hardware and software installation and repair.
- Installed various applications, set up new systems and upgrades (dual platform: Mac and PC).
- Diagnosed and trouble-shoot computer problems on site and through phone support.
- Trained users on various applications such as Win95/98, Microsoft Office, Internet Explorer, and Netscape Communicator.
- Conducted campus-wide technology inventory

Skills

Computer Skills:

Web/Graphic Design Software:

Adobe Photoshop, Image Ready, Illustrator, Quark Express, Macromedia Fireworks, Dreamweaver, Director, Flash, Freehand

Computer Languages:

Unix, HTML, XHTML, XML, MySQL, PHP, and Javascript

Additional software/OS titles:

Windows 3.1/ 95/98/Me/XP, Macintosh OS 7-X (Tiger), Microsoft Office, Open Office, Netscape Communicator, Internet Explorer, McAfee Help Desk Manager, Track-It, Meeting Maker, Norton Utilities/Anti-Virus, File Maker Pro, various FTP/SFTP applications

Installation of hardware and peripherals:

CD-ROM drives, internal and external modems, memory, hard drives, processors, power supplies, Ethernet cards, parallel port devices, zip drives, cdr drives, network and local printers

Affiliations

- Member of the American Society of Information Science & Technology (ASIS&T)
- Microsoft Certified Valued Professional (MVP)
- CompTIA Security+ Certified Professional (Security+)
- Have attended various Linux, Microsoft, Apple and Management training workshops