Joseph W Alcala, CISSP

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INFORMATION TECHNOLOGY CHAMPION

IT Director with +20 years cross functional IT management experience. Holds diverse background across multi- industry & avenues of technology. Promotes collaboration across multiple disciplines to develop & deliver IT services. Focused on strategic & proactive measures to anticipate business needs while implementing cost effective & scalable solutions.

✓ Team Leadership	✓ Infrastructure	✓ IT Strategy	✓ Enterprise IT
✓ Relationship Management	✓ Client Engagement	✓ Project Management	✓ Change Agent
✓ Process Improvement	✓ Security Focused	✓ Cross-Functional Communication	✓ Leadership Consulting
✓ ERP Experience	✓ WAN Experience	✓ SLA and RFP Management	✓ Service Desk Leadership

PROFESSIONAL EXPERIENCE

University of Central Florida, Orlando, FL   **2019 – Present**
Director, Information Technology Services

Provides strategic direction for Business Relationship Management, Service Desk (Tier 0), Support Center (Tier 1-2), and Technology Product Center (retail operations) consisting of +80 employees serving the campus community. Oversees Business Relationship Management team for UCF IT representing eight colleges, seven divisions and two campuses, with approximately 50K students, faculty & staff. Business relationship liaison between business units & IT at executive level. Change agent to implement business process improvement across organization. Forecasts demand of services needed by business units & collaborating with cross-functional teams to design, develop, and deploy services utilizing industry best practices.

- Developed key metrics for reporting to CIO, Deans and other executives and for evaluating employee performance
- Partnered with academic units to establish Technology Advisory Committees providing direct communication with UCF IT and co-development of services.
- Successfully completed integration of retail store data into service management tool providing hardware asset management capability and creating foundation for software asset management.
- Partnered with academic and administrative units to provide technical solutions to ensure faculty and staff's successful transition to remote work environment in response to COVID.
- Implemented mobile device management service in response to university's shift to a mobile first workforce.
- Developed business case for securing additional funding for reducing administrative management overhead, enhanced security services, and single communication and collaboration platform for faculty, students and staff.
- Provide metrics and data points for various university and state reporting

Shared Services Manager   **2013– 2019**

Managed and led organizational development of UCF IT department, consisting of six colleges and two of university's largest administrative divisions to create central IT organization consisting of +300 people. Established and developed new role and worked collaboratively across university to gain adoption of shared services. Primary point of contact for IT Shared Services and liaison for enterprise IT. Analyzed, reviewed, and measured service level performance against agreed upon terms to monitor client expectations. Managed and maintained Service Catalog of + 600 items for IT Shared Services. Change agent responsible for implementing and managing process improvements in service delivery.

- Led large scale organizational change, formation, and creation of central IT unit on campus. Identified and negotiated resources for units partnering in IT consolidation and successfully merged resources from across campus into new central services organization, UCF IT.
- Recipient of "2017 Partnership Award" for Information Technology & Resources Division.

- Championed development of key staff to provide growth opportunities and succession planning for UCF IT.
- Doubled Service Level Agreement (SLA) revenue from $700K to +$2.5M between 2014 and 2017.
- Presented sessions to audience, consisting of 10K attendees (CIO's, Deans, and other Executive leadership employees), at EDUCAUSE, highlighting capabilities in cloud adoption and creation of central IT organization.
- Member of Internet2/Service-Now Advisory Committee (Committee provides feedback on adoption strategies within higher education sector).

City of Winter Springs, Winter Springs, FL 2005 – 2013
Technical Project Manager/Security Administrator
Directed, managed, and developed 10 department staff members, including cross-training & performance evaluations. Identified & addressed each department's unique technology needs to meet their respective strategic goals & establish technology budgets. Participated with City Commission & City department directors to develop City's strategic goals. Developed & monitored compliance of annual budgets for Information Services & General Services departments. Created various Request for Proposal (RFP) & and Request for Information (RFI) for Information Services department.

- Developed City's Wide Area Network (WAN) creating a redundant ring around the city with over 30 miles of fiber connecting 10 city municipal buildings
- Supported City's Public Safety Departments securing Criminal Justice Information (CJI)
- Managed project for City's migration to new ERP system replacing legacy financial & land management applications estimated that reduced City's costs by $100K per year.
- Led project that overhauled City's traditional PBX phone system to Voice over Internet Protocol based system and completed project within 90 days.
- Partnered with public safety to write and submit Homeland Security grants to secure funding for critical city infrastructure.
- Project Manager for City's Records Management Project digitizing +200 cubic feet of documents.
- Collaborated with Public Safety & Public Works departments to secure Department of Homeland Security Grant.

Valencia State College, Orlando, FL 2007 – 2008
Adjunct Professor
Taught Intermediate Networking and Introduction to Office 2007.

Intelligent Business Systems, Inc., Orlando, FL 2001 – 2003
Systems and Network Administrator

University of Central Florida, Orlando FL 2001
Technology Supervisor

Silver Lake Resort, Kissimmee, FL 1999 - 2001
Systems Administrator

University of Central Florida, Orlando, FL 1996 – 1999
Department Help Desk Supervisor

EDUCATION

Master of Science in Management Information Systems, University of Central Florida, Orlando, FL
Society for Information Management Executive Regional Leadership Forum Graduate
Society for Information Management Regional Leadership Forum Graduate

TRAINING & DEVELOPMENT

FEMA Introduction to the Incident Command Systems (ICS-100)
FEMA ICS for Single Incident Resources and Initial Action Incidents (ICS-200)

FEMA National Incident Management Systems (NIMS) an Introduction (ICS-700)
FEMA Intermediate ICS for Expanding Incidents (ICS-300)
FEMA Advanced ICS Command and General Staff Incidents (ICS-400)
Information Technology Infrastructure Library (ITIL) V3
On Demand Infrastructure: How UCF is Using Public and Private Cloud Computing to Lower Costs and Deliver Self-Service, EDUCAUSE 2014
Developing a New Enterprise IT Organization by Starting in the Middle, EDUCAUSE 2017

CERTIFICATION

ISC 2 Certified Information Systems Security Professional (CISSP) – 2005 to Current