

April 8, 2010

To members of the ITRMC

As the Technical Support Specialist Administrative Lead, Shad Jessen is responsible for the day to day operations of Boise State University's Help Desk. These responsibilities include mentoring our student employees, scheduling and coordinating our fulltime employees and being responsible customer communications, including our web page. Shad's professionalism and hard work in each of these areas has transformed this department.

Shad was given the goal to transform the Help Desk into a University Help Desk of Distinction. To do this he made several personal goals including changing our monthly newsletter into a constantly evolving WebZine and to establish our Help Desk web site as the premier documentation source for Google Apps for Education. He not only accomplished these goals, he exceeded my expectations.

Our new newsletter now goes by <http://broncobytes.boisestate.edu>. It averages nearly 300 views a day from both inside and out of the university. As a manager I like what Shad's innovation has accomplish. 1) Our information is timelier and more informative. 2) Shad involves the entire staff in contributing to article, thus increase teamwork. 3) This all happens in less time, effort, and resource than our previous monthly news letter.

Shad truly succeeded in his efforts to transform our website into the premier source for documentation on Google Apps for Education. Nearly a dozen other universities have contacted us about using <http://helpdesk.boisestate.edu> as a template or foundation for creating their own documentation on Google Apps. This is important to the university it meets two of our strategic goals, namely public engagement and exceptional research.

Ensure success with our webpage Shad has worked closely with University Marketing and Communications and our systems engineers. But the collaboration did not end internally. Shad has visited with the majority of departments on campus to ensure the content of our documentation is meeting the needs of all of our users.

The goal of transforming the Help Desk into one of Distinction also needed to address our five student employees. They answer the majority of the calls and are very much the face of IT on campus. To improve their customer service and our reputation Shad has worked with the students on many facets. He has implemented a performance review program in which provides students regular feedback on what they have done well and where they can improve. It dovetails into a training regime tailored just for the student employees. His mentorship benefits the student employees in classroom, personally and professionally.

Finally Shad is an asset to our full time employees. He works with them closely. He helps to schedule time on the help desk, coordinates the installation of new computers and helps to ensure that work tickets are completed on time. I believe Shad is a role model and an individual that clearly wants to improve his station in life and the organization he works with.

Since I have been working with Shad he has completed Boise State's shared leadership program, he has become a Certified Team Lead through the Help Desk Institute and has returned to school to finish a bachelor's degree. He is a gifted writer and musician. With these skills he has contributed by assisting us publish several videos, composed our on hold music and coauthored a Support World magazine article.

I recommend to you Shad Jessen as the state of Idaho IT Technician of the Year.

Thank you,

Mark Fitzgerald
Manager of User Service
Office of Information Technology
Boise State University