

ROBERT J ROLLERSON

SUMMARY

Information Technology manager with experience in various IT positions. Three years' experience performing software and system course material development and training. Thirty years of increasing responsibility and leadership while serving in the U.S. Army. Twenty-five Years supervisory experience demonstrating expertise in the supervising and training of personnel with six years as a Signal Warrant Officer. Has a Master's Degree in Information Technology Resource Management. Currently holds an active Security Clearance

Education

Webster University, St. Louis. MO

Master of Arts (MA), Information Technology Resources Management (2009 - 2011)

Cameron University, Lawton, OK

Bachelor's Degree (BS), Computer Information Systems (2000 - 2004)

Cameron University, Lawton, OK

Associate's Degree, Computer Information Systems (2000 - 2002)

EXPERIENCE

Regional Dental Digital Imagery System Administrator, Walter Reed National Military Medical Center, Maryland June 2019 - Present

Serves as a computer specialist on the Information Management Division Help Desk, providing end-user support in the form of help-line as well as walk-in support. Maintains the online microcomputer service request system and is responsible for verifying the status and accuracy of service requests. Is responsible for system security on computers. Administers highly specialized dental software applications and hardware. Maintains an inventory of hardware and software. Prevents and defends against unauthorized access to systems, networks, and data. Troubleshoots technical issues.

*Provides tier I and II support to 10 Dental clinics and 17 Regional sites

* Provides Technical Support for 300 Pc's, 4 Servers, 54 intraoral devices, 6 Panoramic X-ray devices, and 2 Cone Beam 2D/3D Imaging device.

*Analyzes, assesses and interprets end-user requirements for software

*Identifies and assesses EUD performance for hardware/software utilization.

*Evaluates desktop performance using software and hardware monitoring tools.

**Information Technology Specialist, (CECOM), Fort Sill, Oklahoma
June 2017 - June 2019**

Serves as a IT Specialist (Network) within the Communications-Electronics Command, Software Engineering Center located at Ft Sill, OK. Provides a basic understanding of the technical practices and procedures and familiarity with and ability to use and understand the equipment, instruments, tools, or computer hardware/software necessary to complete assignments and assist higher level personnel. Some of the major duties include:

- Controls the acquisition, installation, maintenance, upgrade, and decommissioning of hardware and software for the laboratory to include proper configuration management for the laboratory components, both software and hardware.
- Maintains inventory control and command supply discipline for all hardware and software associated with the laboratory to include monitoring and controlling equipment coordinators and users in the performance of their due diligence in protecting Army supplies and equipment.
- As laboratory subject matter expert (SME) and point of contact (POC), employs an understanding and working knowledge of various operating systems, hardware items, and software products used by the laboratory to address issues impacting the mission assurance and security posture of the laboratory so as to maintain both the mission essential capability and to sustain an acceptable security posture for the laboratory.

**Information Technology Specialist (INFOSEC/CUSTSPT), Fort Sill, Oklahoma
April 2015 - June 2017**

Serves as a computer specialist on the Information Management Division Help Desk, providing end user support in the form of help-line as well as walk-in support. Maintains the online microcomputer service request system and is responsible for verifying the status and accuracy of service requests. Is responsible for system security on computers. Administers highly specialized dental software applications and hardware. Maintains an inventory of hardware and software. Prevents and defends against unauthorized access to systems, networks, and data. Troubleshoots technical issues. Enables systems administration access

- * Technical Support on all IT and Radiological equipment for all Users managed through ESD Help desk and BMC Remedy Console for six Dental Clinics.
- * Provides Technical Support for 300 Pc's, 6 Servers, 73 Intra Oral devices, 11 Panoramic devices, 1 Cone Beam, and 1 Dolphin 3D imaging computer.
- * Maintains all 6 DENTAC DEVAA servers in regards to security applications, evaluations, and software updates.

**TADSS Operator, Tec-Masters, Inc., Fort Sill, Oklahoma
November 2014 - April 2015**

Support the Air Defense Artillery (ADA) by operating Training Aids, Devices, Simulators, and Simulations (TADSS). Serves as a system manager and Instructor Console (IC) operator that is used to train U.S. and foreign military officers, warrant officers, Advanced Individual Training (AIT), Initial Military Training (IMT), Professional Military Education (PME) training, and Functional training. Systems include: PATRIOT Conduct of Fire Trainer (PCOFT), PATRIOT Organizational Maintenance Trainer (POMT), and PATRIOT Multi-Echelon Trainer (PMET) which are computer driven real-time training devices that facilitate operator procedures/tactics and maintenance procedures training for PATRIOT and THAAD Air Defense System. Applies knowledge of PATRIOT, THAAD, and FAADS system operation, maintenance, and tactical procedures to develop, maintain, and upgrade computer files, necessary for proper scenario/task execution. Reviews all scenario requests as submitted from the multi-users to insure that they fall within the limitations of the system and are in accordance with the Systems Approach to Training (SAT) POI.

**Information Services Technician, US Army, 19th Expeditionary Sustainment Command, Camp Henry, Korea
July 2013 - November 2014**

Directly supports the 19th ESC Knowledge Management Office in the management of Army Operational Knowledge Management (AOKM) tools and processes. Creates, facilitates, and manages a horizontally based, vertically integrated knowledge transfer system designed to harness emerging knowledge and information to create a competitive advantage to enable leaders and staff to make timely decisions through technological innovation and cultural engagement. Assist, with guidance from the Knowledge Management Officer (KMO) and the Information Management Officer (IMO), the requirements and design of the 19th ESC Virtual Command Post. Provides section continuity for the 19th ESC KM Office.

**NIE Analyst, CDID NIE, Fort Sill, Oklahoma
December 2012 - July 2013**

Assisted with the planning and execution of operationally relevant field test and experimentation efforts within the Army's Network Integration Event (NIE) process. Supported integration activities and conducts troubleshooting for Systems under Evaluation (SUEs) and Systems under Test (SUTs) at various test sites within the NIE environment. Provided network SME support to NIE Transport Architecture development and analyzes multiple network configurations that address the varying Basis of Issue Plans (BOIP) for each unit prior to and during field integration events. Interfaced with soldiers and Government representatives of similar background to accomplish mission and program objectives. Developed and maintained subject matter expertise (SME) of communications and network systems embedded in current and future US Army Capability Sets to support of systems engineering and integration, requirements generation and network modernization efforts. Analyzed emerging network designs as applicable to the demands of fielding and integrating future Capability Sets to the US Army and recommended potential courses of action for support. Consistently works effectively and cooperatively with fellow NETOPS Team members, other employees on related projects, Government stakeholders and external customers.

CERTIFICATIONS

Security+, CompTIA

Information Assurance Security Officer Course