

Kenneth Thomas

Information Technology Professional

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Professional Profile

- Senior-level information technology professional with diverse industry experience within the private, public, governmental, legislative, and educational sectors.
- General management experience leading large teams, managing complex projects, and successful oversight of multi-million-dollar operations.
- Results-driven leader with a consensus-building, collaborative leadership style predicated on assisting companies with executing their mission, vision, and value propositions.

Professional Experience

New England Sports Network (NESN) - Boston, MA

October 2022 – Present

Director, Information Technology

- Set the mission of the IT department to foster a business-oriented mind-set, driven by continual service improvements.
- Ensure reliable 24/7 operations in partnership with managed services provider by defining IT infrastructure architecture, as well as standards to include disaster recovery, security, storage, servers, monitoring, performance, and back-office systems.
- Manage and monitor all installed systems and infrastructure and corporate infrastructure policies.
- Develop network troubleshooting strategies to help reduce downtime and decrease maintenance costs.
- Create and maintain a disaster recovery plan to ensure the network and broadcast continuity in the event of a problem.
- Provide direction on which new technologies should be adapted by staying up to date on emerging technologies.
- Proactively identify future IT needs and recommend desktop and network upgrades, patches, new applications, and equipment.
- Work closely with heads of departments to assess the growth needs and maintenance of the company's network.
- Design, develop and implement upgrades and installations for server and network infrastructure.
- Plan and prioritize projects effectively and successfully; utilize ticketing and project management systems to organize projects.
- Manage and maintain vendor relationships, partner with telecom and network vendors to resolve system issues as needed.

AT&T - Atlanta, GA

September 2021 – October 2022

Principal, Business Management

- Collaborated with internal stakeholders on ways to enhance the Technology Development Program (TDP) brand.
- Strategically created annual funnels of diverse, qualified talent by partnering with AT&T College Recruiting, employee referrals, external reskilling/upskilling education groups, and internal employees interested in launching tech careers.
- Created written and visual communications to drive candidate interest, motivate accepted candidates, impact program participants, and to influence and inform executive leadership.
- Assisted in forecasting hiring needs (in number, skills, and locations) and drive related TDP compensation change decisions.
- Created a strategy for areas of responsibility and operations for shared program responsibility.
- Provided input and expertise for essential technical functions by utilizing the business, industry, and technology knowledge.
- Provided recommendations and decisions regarding tooling updates, changes, and purchases to support program needs.
- Generated and modified processes supporting program needs, update the documentation to match, and share changes with stakeholders and interested parties.

Keiser University - Tallahassee, FL

June 2018 – December 2021

Information Technology Faculty/Program Director

- Leverage expertise to deliver educational services to students through academic advising and utilizing course materials.
- Assist students in developing career competencies and strategies to prepare them to enter the job market.
- Serve as liaison between faculty and students of the program and between faculty and university administration.
- Facilitate the development and implementation of student retention plans.
- Assist in the development of the annual departmental budget based on faculty input.
- Hold periodic program and advisory board meetings and maintain minutes of these meetings.
- Contribute to the enhancement of corporate engagement and support.
- Secure resources to enhance student engagement and increase enrollment.
- Perform special assignments, including executing curriculum changes delegated by university administrators.

Black News Channel - Tallahassee, FL

January 2020 – February 2021

OTT/IT Operations Director

- Assisted in launching the multi-million network operations, initially reaching 33 million cable and satellite households in the U.S.
- Managed and assisted the IT staff, system administrators, and vendors with resolving help desk tickets in a timely manner.

- Installed, maintained, and troubleshoot servers, networks, workstations, laptops, printers, and other relevant software and hardware in a mixed Windows and Mac environment.
- Assisted in onboarding/off-boarding employees.
- Conducted routine hardware and software audits of systems for compliance with established standards and policies.
- Assisted in process improvement projects and company-wide implementation projects.
- Developed technical strategies with sales, media & production, graphic design, social media, web design, and app development teams to ensure the execution of the mission, vision, and values.
- Analyzed and reported the effectiveness of content and website/app user experience via analytical data and provided valuable technical solutions.
- Maintained encoding platform (ATEME/Harmonic) for content delivery into the transcoding network.
- Supported other engineers and product owners with broadcast workflow expertise while maintaining tight SLA enforcement.
- Managed annual budget and ensured cost-effectiveness.

Florida A&M University - Tallahassee, FL

August 2017 – December 2017

Adjunct Instructor (Department of Computer and Information Sciences – CIS)

- Assisted students in developing career competencies and strategies to prepare them to enter the job market.
- Organized structured activities to prepare students for professional life during an internship and initial career placement.

Florida House of Representatives - Tallahassee, FL

January 2017 – June 2018

District Secretary

- Managed operation of the Representative's district office, schedule, travel arrangements, and expense accounts.
- Managed constituent inquiries and casework while serving as a liaison between the Representative and constituents of the Legislative District.
- Facilitated and coordinated communication between the Representative, legislators, state officials, staff, agency personnel, stakeholders, and constituents in developing and advancing legislation.
- Identified, monitored, and responded to district-specific issues.
- Supervised, as delegated by the member, independent interns, and volunteers.

Florida Department of Health - Tallahassee, FL

March 2011 – December 2016

Senior Network Systems Analyst / Mobile Device Specialist

- Installed, configured, and maintained secure WAN, LAN, and WLAN networking systems with respective/efficient IP allocation and wireless coverage utilizing Cisco, Aruba Networks, Dell, and Fortinet equipment within headquarters and branch remote locations throughout the 67 counties in the state of Florida.
- Provided secure wireless data connectivity for over 1000 mobile devices (i.e., Laptops, iPhones, iPad, and Android Tablets) via in-house Wi-Fi, Remote Access Points (RAPs), and cellular 3G/4G networks.
- Assisted in configuring and deploying over 100 Nortel and Avaya VOIP systems/handsets over WLANs, WANs, LANs, and Remote Access Points (RAPs).

Gadsden County Board of County Commissioners - Quincy, FL

August 2007 – March 2011

Senior IT Specialist

- Managed projects that implemented PC-based audio/visual presentation equipment in five conference rooms.
- Initiated and conducted a project to deploy over 20 mobile devices (i.e., iPhone/iPad) within the enterprise.
- Responded to daily technical support emails, calls, and requests via onsite and remote means.
- Utilized Microsoft Active Directory and Domain Group Policy to manage over 100 user accounts and PCs.
- Maintained three websites via a web-based Content Management System (CMS).

Education

Florida A&M University – Tallahassee, FL	Master of Business Administration	May 2015
Florida Institute of Technology – Melbourne, FL	MS in Information Technology	June 2011
Florida State University – Tallahassee, FL	BS in Information Technology	December 2008

Certifications

Apple, Inc. - Apple Certified Associate (Mac Integration)	April 2016
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Professional Achievements

- Played key role as IT/OTT Director with the Black News Channel, assisting in the launch of a multi-million-dollar network broadcast operation initially reaching 33 million cable and satellite households in the U.S.
- Lead project manager on a multi-million-dollar initiative to incorporate new and innovative technologies into the Gadsden County Commissioner's Chamber, other countywide offices, conference rooms, and the county's public libraries.
- Assisted with the City of Quincy's \$3.3 million municipal fiber-optic network and fixed-wireless Internet service provider rollout in 2003, known as NetQuincy. Also, led their social responsibility initiative to place a computer in every home in 2004.