

# Jeffrey V. Healy

## CAREER OBJECTIVES AND QUALIFICATIONS

*My objective is to promote exemplary teamwork and institutional excellence at an organization that also shares these ideals.*

I am a strategic and visionary technology executive with over 20 years of leadership experience in higher education. I have a proven track record of driving institutional goals through cloud-first strategies, enterprise system modernization, and building high-performing, service-oriented teams. I bring recognized expertise in bridging the gap between IT operations and academic missions, with deep experience in strategic planning, multi-million-dollar budget stewardship, and aligning technology with stakeholder needs to enhance teaching, learning, and business operations. I believe I am uniquely qualified for the demands of this position at this time and for this institution.

## CORE COMPETENCIES

Leadership and Management	Professional Development and Training
Budgeting and Planning	Team Building and Collaboration
Full Stack Systems/Server Operations	Cloud – AWS, Azure (PaaS, SaaS, IaaS)
Strategic Planning and Budgeting	Enterprise Technologies
Needs Assessment	Customer Service
Vendor Management	Effective Communication at all Stakeholder Levels
Infrastructure and Space Management	Decisive and Highly Organized

## PROFESSIONAL EXPERIENCE

*Eastern Washington University (May 2007 – Current)*

- **Director of Instructional Technology and Web Services (2023 – current)**

As the Director of Instructional Technology and Web Services, I am responsible for managing IT systems and architectures including strategic planning and process improvement. This includes Learning Management Systems, Web Platforms, Media Services, Learning Space architecture, as well as course design and support for all modalities of teaching and learning. I am responsible for all enterprise academic services, web services, and related higher education systems. Vendor management, technical consulting, and needs assessment for the institution are key elements of my responsibilities; however, I excel at working with and leading people.

I have a proven record of building and leading highly skilled technical teams that provide exemplary customer service. Through proactive planning and an emphasis on accountability, my teams and I consistently meet institutional needs and promote innovation. I have cultivated strong, collaborative relationships across the organization, which has established my teams and me as trusted partners and bridge-builders between the technical realm, academic departments, and the broader community. My teams and I provide access, support, and

training for enterprise services and all levels of stakeholders; this includes Administration, Faculty, Staff, Students, Vendors, Peers, and the entire EWU community.

- Worked with faculty to select and implement an institutional course evaluation tool
- Moved from EWU from Turnitin to Copyleaks for plagiarism and AI detection
- Upgraded WordPress theme to provide for better core alignment and enhanced accessibility

- **Senior Manager of Instructional Technology and Web Services (2020 – 2023)**

The Senior Manager for Web and Mobile services separated from the institution and that group was placed under my leadership (this was also requested by the group). This was made more complex, as it coincided with COVID and the move to remote work during that time. I established our Zoom Support session as the primary working environment both to help establish solidarity and cohesiveness for the team, but also as a way to provide a near face-to-face experience for students, faculty, and staff.

- Acquired and integrated the Web and Mobile Services group
- Created the all-day Zoom Support session for students, faculty, and staff
- Implemented online course review process and rubric

- **Senior Manager of Instructional Technology - Outreach (Academic Affairs) (July 2018 – Jan. 2020)**

My group was moved from IT by the Provost in mid-2018 - this coincided with the separation of the sitting CIO and CTO positions. This was a tumultuous time and, while this move was short-lived (about a year and a half), I am proud of my success at keeping the group and our constituents happy and productive. The move was an acknowledged attempt to bring stability to a group that had, heretofore, been struggling.

- Navigated move to Outreach
- Mitigated issues surrounding dissolution of Photography Services

- **Senior Manager of Instructional Technology (2009 – 2018)**

I was named Senior Manager of Instructional Technology and reported directly to the CIO, a VP position at the time. During this time, I moved EWU from ASP Blackboard LMS to locally hosted environment resulting in significant annual savings.

- Moved the Blackboard LMS from an on-Prem system to a cloud-hosted, ASP solution
- Transitioned from the Blackboard LMS to Canvas LMS.
- Moved EWU from Tegrity lecture capture to Panopto

- **Enterprise Academic Systems Administrator (ITS5) – (2007 – 2009)**

I was hired at EWU as an enterprise systems and security specialist with an initial focus on establishing the existing under-desk LMS and related systems into full, integrated enterprise services. While this was a step down by title, the challenges at EWU provided a wide range of opportunities both technically and by responsibility. I established Instructional Technology as a concept and began to frame out the roles and scope of the group.

- Converted Blackboard from a single box, under-desk solution to a fully redundant, enterprise solution.
- Built Instructional Technology from ground up into high-performing, cross-institutional team

### **Spokane Community College (March 2005-May 2007)**

Responsibilities included Management of the Distance Learning Department as well as district administration of locally hosted LMS (Blackboard). Responsible for educational systems as well as faculty and student training on all distance learning and instructional technologies. Primary for research, evaluation, purchasing, and implementation of all related technologies.

- Successfully led the move from a cloud-hosted Blackboard environment to a locally hosted model (served both SCC and SFCC) – this resulted in savings of \$50,000 annually

### **Cabletron Systems (Sept. 1999-April 2000)**

Account and Technical Sales Manager for State and Local Government in California. Design and technical lead for telecommunications and networking hardware (primarily routers and switches). Managed all City, County, and Higher Ed accounts within California.

- Responsible for increasing sales in Southern California by 17%

### **Getronics/Wang Global (Nov. 1998-Sept. 1999)**

Technical Lead and Help Desk Supervisor. Support and Troubleshooting of Business Applications on NT, Windows, Dos, Novell, and Unix platforms for McDonald's, Dunkin' Donuts, Baskin-Robbins, etc. Extensive support of networking infrastructure and POS systems. Strategic interaction with Owners, Managers, Employees, and Corporate Heads.

- Converted Help Desk from Windows for Workgroups to NT, which provided enhanced collaboration and efficiency for an increased ticket closure rate of about 13%

### **Playfair Racecourse (1995-1998)**

Assistant General Manager, Director of Technical Services and CIO, Advertising Director (Copywriter and Graphics Designer), Horsemen's Bookkeeper. Responsible for developing and producing race schedule and program as well as all hardware and software needs - managed a staff of approximately fifteen workers.

- Directed LAN implementation to connect all track operations
- Restructured Satellite farm to enhance off-site wagering options
- Managed project to move printing operations in-house, which resulted in savings of over \$70,000 annually

## EDUCATION

### **University of Wisconsin, MBA**

Master of Business Administration

- Emphasis on Leadership, IT, and Emerging Technologies
- Special Interest and accolades in Global Affairs and Strategic Planning

### **Washington State University**

BA Management of Information Systems (MIS)

- Emphasis on Information Systems, Network and System Design, IS Security, and Emerging Technologies
- Summa Cum Laude

## HONORS/MEMBERSHIPS

**IPMA LeaderPath** Graduate – State IT leadership program

Graduated **Summa Cum Laude WSU**

**Beta Gamma Sigma** Honor Society

**Phi Theta Kappa** Honor Society

## SELECTED PRESENTATIONS

Healy, J. V. (2025). AI Options at EWU Summer Staff In-service EWU, Cheney, WA; August 2025.

Healy, J. V., Lewis, M (2025). From Data Despair to Cloud Flare InstructureCon 2025, Spokane, WA; July 2025.

Healy, J. V. (2023). Academic Integrity in Online Testing: Expanding Flexibility while Decreasing Cost Educause 2023, Chicago, IL; October 2023.

Healy, J. V., Brown, N. (2018). Threadz: Visualize Student Engagement. Educause 2018, Denver, CO; October 2018.

Healy, J. V. (2007-2018). Facilitator, Host, Presenter. EWU Teaching and Technology annual Boot Camp.

Healy, J.V., Dean, D.E. (2014). It Takes a Village to Select a Learning Management System or How You Can Benefit from a Collaborative Statewide LMS Selection Process, EDUCAUSE 2014; Orlando, FL; October 2014.

Healy, J. V. (2014). Bridging the Gap Between IT and Business. Presented at 2013-14 Cohort for IPMA LeaderPath, Olympia, WA.

Healy, J. V., Dean, D. E., Brown N. (2012). Moving Forward with Canvas @ EWU 2012 Northwest eLearn Conference, Vancouver, WA.

Healy, J. V., Dean, D. E. (2010). Teaching with Technology Boot Camp One Successful Model for Faculty eLearning Instruction Presented at 2010 Northwest eLearn Conference, Vancouver, WA.

Healy, J. V., Dean, D. E. (2010). LMS Kaizen - A Story of 12 Years of Incremental Improvements to an LMS Service Presented at 2010 Northwest eLearn Conference, Vancouver, WA.

Healy, J. V., Dean, D. E. (2008). eLearning Server Consolidation and Virtualization at EWU, Accepted for and presented at Northwest eLearn 2008 Conference, Pasco, WA.

Healy, J. V., Dean, D. E. (2008). Managing the Life Cycle of Online Content: Do Your Servers Need Liposuction?, Accepted for presentation at EDUCAUSE 2008 Conference.

Healy, J. V., Dean, D. E. (2008). Managing Digital Content Liposuction for your Blackboard Server. Accepted for, and presented at, Blackboard World 2008 Conference.