Rochester Community and Technical College

Technology Division

President
Dr. Jeffery Boyd *PCN 00798150*

Chief Information Officer
Mirwais Qader *PCN 00735750*

ITS Services Director
MIS Supervisor 2 (1.0 FTE)
Steve Higgins *PCN 01092565*

Service Team

Help Desk

ITS2 - Service Management Lead Worker (2.0 FTE)
Cuong Tran
Greg Frana
PCNs 01014825 & 01012084

ITS1 - Help Desk Technicians (1.0 FTE)
Rebecca Kruetzfeldt
PCN 00736090

Field Tech & Events

ITS1 - Help Desk Field Technicians (2.0 FTE)
Matt Haack
Jesse Krusmark
PCNs 01004333 & 01096984

ITS2 - Help Desk Technicians (0.5 FTE)
Dennis Kronebusch
PCN 01012342

Infrastructure Team

Data Center, Hosting, Servers and Storage Desktop Engineer, Asset Management

ITS4 – Cloud Architect (1.0 FTE)
Vacant

ITS4 – Lead Systems Admin (1.0 FTE)
Alan Charon
PCN 01004334

ITS3 – Systems Engineer (2.0 FTE)
Josh Henslin
Feras Al-Kaisi
PCNs 00428240 & 00735390

Networking, Telephones & Security

ITS4 - Network Security Lead (1.0 FTE)
Derek Dolan
PCN 00191840

ITS3 - Network Admin (1.0 FTE)
Vacant

ITS2 - Network & Telecommunications Tech (1.0 FTE)
Bryan Wayne
PCN 01099545

Data & Dev. Team

Data, Development & Integrations

ITS4 – Data, Development & Integrations Lead (1.0 FTE)
Dennis Olson
PCN 01000454

ITS3 – Web Development & Integration Engineer (1.0 FTE)
Darin Hoffman
PCN 00427900

A/V, Projects & Events Team

Facilities, Project Management

ITS3 Projects & Facilities Lead Worker (1.0 FTE)
Jon Krusmark *PCN 00221480*

ITS3 – A/V Design & Programming (1.0 FTE)
Shaun Case *PCN 01014824*

ITS2 – Systems Analyst (1.0 FTE)
Sean Hansen *PCN 00297400*

EdTech Team

Academic Technology

MA3 –Online Ed/Multi-Media Production (1.0 FTE)
Guy Hamernik *PCN 00336960*

MA2 – Online, LMS/D2L Administrator (1.0 FTE)
Craig Narveson *PCN 01015102*

3/24/2025