

Henry Charles Mensch
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EDUCATION

Syracuse University School of Information, Syracuse, NY. May 2017. MS in Library and Information Science, with a concentration in Data Science.

Rochester Institute of Technology, Rochester, NY. August 2006. B. S. in Applied Arts and Sciences. Also, Certificates in Data Communication, Voice Communication awarded November 2003.

EMPLOYMENT EXPERIENCE

Adjunct Professor, Rochester Institute of Technology School of Individualized Studies (10/2021-)

- Develop and deliver a short course, *Secret Librarianship*, to undergraduate students seeking an introduction to librarianship and looking to identify employment opportunities in libraries that may not require the MS in Library and Information Studies.
- Produce syllabus, meet weekly with students, foster discussion in online discussion groups, plan lectures, assignments, in-field experiences, and readings to support the course objectives. Assess student performance.

Systems Librarian, Innovative Interfaces (10/2016-10/2018)

- Provided extensive telephone and email support for customer librarians using Innovative reporting software on large multi-user Linux systems. This included spot instruction featuring Innovative's software tools
- Used Linux, SQL, and proprietary utilities to analyze, troubleshoot, document, and resolve application issues reported by librarian customers.
- Worked with customers with varying levels of technical expertise to effectively pursue and resolve issues quickly.
- Provided liaison functions between librarian customers and Innovative software engineers to assist prioritization of bug fixes and new features.
- Automated upgrade process for products I supported to increase the upgrade rate by 400%. This, in turn, took the burden of upgrades off other members of my team.

Proprietor and Principal Engineer, Henare Systems (12/2001-10/2016)

- Leveraged broad and deep experience in order to provide IT services to local businesses on contemporary and legacy computing platforms.
- Evaluated systems for suitability to purpose, sustainability.
- Supported desktop and server environments including LAMP, Adobe creative Suite, Microsoft Office, and Intuit products.

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Systems & Storage Manager, Center for Imaging of Neurodegenerative Diseases at SFVAMC (8/2006-8/2015)

- Collaborated with biomedical researchers to determine processing and storage needs to support MRI-based research.
- Managed and maintained several large, SAN-connected data stores totaling over 100TB in active storage serving cross-platform systems throughout the lab.
- Built a large distributed computing environment which increased the number of subjects processed from four every three days to as many as 160 every 28 hours.
- Managed desktop support function, including one full-time employee and external resources. Directly supported desktop users at all experience levels.
- Performed budgetary and capacity planning analysis for internal IT function, and for specific projects.

Information Technology Manager, Vivato Inc. (5/2003-11/2004)

- Managed a team of four responsible for successful operation of cross-platform systems.
- Achieved cost savings without reducing quality by reconfiguring services, negotiating with vendors.
- Initiated basic disaster recovery by establishing a backup routine and offsite storage.
- Performed budgetary and capacity planning analysis for entire internal IT function.

OTHER EXPERIENCE

Director, Technology Operations, Meaningful Machines (12/2001-9/2002)

- Responsible for the secure and successful operation of Linux systems at collocation facilities in Israel, New York, and Georgia.
- Supported web applications in production and development with Apache, PHP, Tomcat, qmail, vpopmail, and Java.
- Performed budgetary and capacity planning analysis for proposed public e-mail portal infrastructure and for database-driven web applications.

CTS Skill Lead, Western Region, Razorfish (12/2000-4/2001)

- Provided leadership to internal-facing IT teams in Razorfish's Western Region offices.
- Provided last-resort troubleshooting for the most difficult problems.
- Mentored IT staff; worked with staff to rectify communications issues, support standards, and quality of service issues. Brought a planning and documentation focus to routine tasks and projects.

Operations Architect, Lead Systems Administrator,ROIDirect.COM (4/1999-11/2000)

- Provided technical and engineering leadership to the internal and 7x24 customer-facing IT organizations for clients using Windows, HP-UX, Linux, and Solaris at a leading ASP.
- Worked with the development organization to design new product and service offerings relating to their eMarketing, eCommerce, and web-based customer relationship management services.
- Led projects, recruited and mentored junior and mid-level system administrators, managed vendor relationships and deployed new technology solutions.

Lead, Systems and Operations Planning and Deployment, Porting Machine, Oracle (12/1996-3/1999)

- Led a team responsible for the creation of a group of systems for use in a multi-vendor automated porting environment.
- Specified, procured and installed new systems and large-scale disk solutions to be used as build, QA, and internal web systems.

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- Proposed, planned and deployed the Integrated Testing Environment, a set of systems to support the testing of various authentication protocols (Kerberos, SecurID, RADIUS, and others).
- Recruited and mentored junior systems staff.

Manager, Systems Administration, New Media Applications & Tools, Oracle (8/1993-12/1996)

- Led a small team responsible for the enhancement and maintenance of a multi-vendor multiprotocol computing environment for software development.
- Installed new desktop and server Sun (Solaris and SunOS), Macintosh, and PC systems.
- Specified server, desktop, and mobile solutions for development use.

Acting Manager, Computer Facilities Group; Lead, Systems Administration; Advanced Decision Systems, a division of Booz, Allen & Hamilton, Inc. (4/1991-8/1993)

- Provided management and leadership to a team of systems programmers located at ADS sites in Arlington, VA and Mountain View, CA.
- Managed a heterogeneous network of UNIX-based workstations and servers.
- Introduced state-of-the-art distributed computing software to the corporate network.

Systems Programmer, Technical Writer; MIT Project Athena (4/1986-4/1991)

- Liaison between Project Athena and MIT faculty, and later to off-campus communities.
- Facilitated technology transfers outside the Institute.
- Wrote documentation for users of the Athena workstation environment.

Software Specialist, Digital Equipment Corp (Australia) Pty Ltd (1/1990-6-1990)

- Implemented and transferred technology developed at MIT to Digital Equipment Corporation and Bond University.
- Trained and supervised local staff.

AWARDS

Teresa C. Huang Scholarship. Awarded by the Syracuse University iSchool, this award provided up to \$1000 to support attendance at ALA Annual 2014 in Las Vegas NV.

SLA SF Bay Region Student Conference Travel Stipend Award. Provided up to USD750 to support my attendance at the SLA Annual Conference in Vancouver BC.

Leadership scholarship awarded by the Syracuse University iSchool in December 2013 for demonstrated leadership among LIS students. Provided three credits remitted tuition in the Spring 2014 semester.

“Not for Profit” scholarship awarded by the Syracuse University iSchool for Outstanding Service in the Not-for-profit community. Provided a 30% discount on tuition through the completion of my degree.

SERVICE

American Library Association Office for Information Technology Policy Advisory Committee, from July 2013 through June 2015, and again from July of 2018 through June 2022.

Special Libraries Association IT Division b/ITe newsletter editor, from January 2013 through June 2015.

TECHNOLOGY SKILLS

Linux, UNIX and Windows Server system administration skills, with experience with NFS, DNS, NIS, and sendmail on Fedora, Red Hat Enterprise Linux 5, CentOS 6. Experience with the Macintosh Operating System

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7.x-MacOS X (through 10.14), Microsoft Windows (through Windows 10 desktop and Windows 2008 Server), Programming with C, C++, Perl, FORTRAN, Java, and shell scripting. Innovative Interfaces Sierra and Millennium ILS.