S&T CIO Search Committee,

I am offering my application for the position of CIO at S&T. The campus operates on a foundation of embedded and explicit technologies that are crucial for daily operations, administration, instruction, student and faculty support, and research production. This foundation needs expanded and reinforced to meet next-generation needs in the areas of improving the student experience and accelerating research production.

I believe I have a good understanding of the IT needs, resources, and future path for S&T, and would like to provide my efforts in service to the campus. Having institutional knowledge and understanding will reduce start-up time for me in the position, and will also provide the campus with a known quantity in the senior IT leadership position.

If you believe that I would be a viable candidate, a discussion about how to continue the research support activity which IT provides will be necessary.

A fundamental aspect of placing me in the CIO position is that my role will necessarily be split from a singular focus to a threaded one. To effectively implement this, we will need a new plan for IT administration, and I am prepared to share my thoughts on how this can be achieved.

If I am to be the CIO for S&T, there are a number of additional considerations:
1) IT is under funded, both as an organization and with regard to payscale for our employees - budget cuts have removed IT's agility and compromised our operational posture. We are compiling enormous risk through these actions. I have developed an initial model of restored funding amounts and justifications.
2) IT is under-staffed for the campus needs. Demands for services have continued to increase, and staffing levels have not kept pace. Either we reduce demand, or we increase staffing levels. We have to get the right numbers of the right people on this bus.
3) IT's current structure is traditional. A change in structure to meet new demands is needed if we are to surpass our competition.

In closing, I wish to be clear - if I am to be the CIO of S&T, aspects of my approach will be non-traditional, and I will expand my efforts to drive innovation throughout all of IT's services and teams. This charge comes with conditions, which we can discuss. I have no patience for mediocrity, nor for those who refuse to work to excel in their domain. I believe shifting our efforts to this viewpoint is our best hope of providing S&T with the competitive advantage we need in the near-term future. There are risks in doing so, just as there are risks with a more traditional approach.

Sincerely,

Mark E. Bookout
Mark E. Bookout
A Great Idea Can Come From Any One at Any Time

OBJECTIVE
Make a lasting imprint on our society through Application of Vision, Leadership, and Curiosity.

TALENT
Experienced Technology Executive with strong leadership and collaboration skills.
Innovative and Creative Visionary, especially suited for difficult or complex multi-domain challenges.
Effective and Charismatic Communicator, with an ability to inspire talented people to achieve extraordinary results.

EXPERIENCE
Missouri S&T, Rolla MO – Interim Co-CIO
July 2019 – PRESENT
- Provides direction to Research Support, Infrastructure, Project Management, Security and Business Services in IT.
- Develop and Maintain academic and administrative relationships.
- Work collaboratively with UM CIOs as an equal team member.

Missouri S&T, Rolla MO – Senior Director, Research Support Services
August 2010 – Present
- Imagined, Created, and Delivered projects and support improve the student experience.
- Built and Sustained HPC systems and support before HPC importance was broadly known.
- Created real-world technology-focused work experiences for student employees.
- Built and Sustained partnerships with faculty, staff, administration, disparate, institutions.
- Established an all-new research support model to reduce the technology burden on academic research efforts.

Missouri S&T, Rolla MO – Director, Technology Support Services
October 2007 – August 2010
- Provide definition and direction to deliver baseline technology support across campus.
- Oversee and Develop call-in, walk-up, and onsite services for common technology device support.
Missouri S&T, Rolla MO – Project Manager
June 2001 – October 2007
- Develop project plans, execute project activities.
- Coordinated VOIP telephony exchange campus wide.

Missouri S&T, Rolla MO – Software Developer
May 1997 – June 2001
- Imagined and Created algebra training software.
- Trained student workers in modern software engineering techniques.

Alacare, Birmingham AL – Manager, Software Developer
March, 1995 – April, 1997
- Custom software developer automating medical billing systems.
- Promoted to technical services manager providing IT services company-wide.

US Air Force, United States – Software Developer/Instructor
December, 1985 – February, 1995
- Military systems software developer.
- Instructor, use of unix systems, other courses.
- TCP/IP network design/installation.

EDUCATION

Park College, Parkville, MO – BS Computer Science
1994