



# Jake Fowler

*Kansas City, Missouri 64111*

*816•719•4285*

*jake@jakefowler.com*

*jakefowler.com*

*linkedin.com/in/jakefowlerit*

## CORE VALUES

**Respect • Efficiency • Fairness • Trust • Creativity**

## PROFESSIONAL SUMMARY

Visionary IT Executive with twenty plus years of experience driving digital transformation and infrastructure resilience in complex higher education environments. At the forefront of the industry as a certified Artificial Intelligence Professional, dedicated to transforming institutional operations through emerging technology. Proven record of building resilient campus-wide networks, leading SIS/ERP migrations, and securing mission-critical systems while improving reliability and end-user experience. Trusted partner to executive leadership, faculty, staff, and students in aligning technology strategy with institutional mission.

## EDUCATION

**Bachelor of Arts in Philosophy** • Central Methodist University • Fayette, Missouri • President of Phi Sigma Tau - Honorary Philosophy Organization

## PROFESSIONAL EXPERIENCE

### **Director of Campus Technology • Kansas City Art Institute**

Kansas City, Missouri • November 2017 – January 2026

Strategically developed and led the Campus Technology department to ensure students, faculty, and staff had reliable access to technology resources essential for creative and administrative work.

### **Notable Achievements**

- Orchestrated a campus-wide digital transformation by migrating legacy on-premise ERP/SIS systems to Jenzabar J1 and Blackbaud Financial Edge, improving administrative data accessibility and reducing local server maintenance overhead.
- Implemented a Single Sign-On (SSO) identity management portal to secure user accounts and centralize access to multiple technology resources.
- Deployed a mobile device management (MDM) platform to centrally manage and secure all institution-owned Macintosh computers.
- Optimized the IT organizational structure by designing a new staffing model and recruiting a high-performance team, resulting in improved service delivery - a 75% response time increase - and better alignment with the institution's strategic roadmap.
- 99.9% uptime for hybrid learning environments was secured through a multi-year, mission-critical infrastructure overhaul, including a 12-building fiber backbone and full hardware refresh which increased campus-wide bandwidth.

- Managed the design and installation of the network infrastructure across several new and remodeled campus buildings.
- Migrated the legacy on-premise phone system to a cloud-based communication solution.
- Configured and deployed a mobile device management platform (Mosyle) to centrally manage all KCAI-owned Macintosh computers.
- Consolidated internal data storage into Google Workspace, migrating legacy files to a cloud ecosystem to improve accessibility and data protection.
- Established a hybrid backup platform for mission-critical systems to ensure business continuity and robust data protection across the organization.
- Founded and chaired the Staff Advisory Council to provide KCAI staff with a platform for communication, voicing concerns, and contributing input to decisions.
- Established and chaired the Technology Steering Committee, aligning executive leadership and faculty on high-stakes initiatives including Generative AI policy, data governance, and long-term IT capital budgeting.
- Facilitated the transition to a hybrid work and learning environment during the COVID-19 lockdown.
- Served as Project and Change Manager on several major IT-related platform changes.
- Authored and maintained a comprehensive disaster recovery plan, technology business continuity plan, and technology policy library.
- Strategic implementation and lifecycle management of Google Gemini for enterprise utilization, including user provisioning through Google Workspace and the development of internal AI usage guidelines.
- Directed an annual IT budget exceeding \$1,000,000, forecasting needs and managing vendor contracts to ensure cost-efficient scalability.
- Negotiated multi-year contracts and managed vendor performance for a diverse EdTech stack.
- Partnered with cross-functional teams to support security audits and maintain compliance with data privacy standards and internal policies.

### **Server and Systems Administrator • Kansas City Art Institute**

Kansas City, Missouri • June 2006 - November 2017

- Reduced support needs and IT expenses by 50% through a large-scale migration to Google Workspace and SaaS collaboration tools.
- Managed server and endpoint infrastructure, automating software deployment and updates to streamline device lifecycle management.
- Modernized network infrastructure by migrating all physical servers to a virtual environment, improving system uptime and scalability.
- Developed and implemented the KCAI Print Center to centralize print production resources.
- Standardized the technical onboarding process for new hires to ensure immediate access to necessary systems and collaboration platforms.

## **Technician, Graphic Design, Photo/Digital Filmmaking • Kansas City Art Institute**

Kansas City, Missouri • November 2005 - June 2006

- Provided technical support for departmental computer labs, resolving hardware and software issues for over 100 faculty and students.
- Maintained departmental WiFi and hardware connectivity to ensure uninterrupted creative workflows in shared workspaces.

## **CONSULTING AND FREELANCE**

### **Two Bit Design • Web Developer**

Kansas City, Missouri • September 2004 - Present

- Design and build standards-compliant websites for small businesses, delivering over 20 custom web solutions using PHP/MySQL and WordPress.

### **Two Bit Consulting • IT Consultant**

Kansas City, Missouri September 2004 - Present

- Provided IT administration and support for small businesses, managing hardware procurement and SaaS software implementation.

## **TECHNICAL EXPERTISE**

### **Enterprise Systems & Governance**

- SIS/ERP Management: Expert administration and migration of Jenzabar SIS/ERP and Blackbaud systems.
- AI Strategy & Governance: Strategic implementation of Google Gemini, focused on institutional policy and data governance.
- Project & Workflow Management: Certified monday.com Administrator; proficient in Docusign and automated business process design.
- Digital Identity: Advanced Identity Management and Single Sign-On (SSO) utilizing Google Workspace and Microsoft Entra.

### **Infrastructure & Cybersecurity**

- Cloud Ecosystems: Comprehensive administration of Google Workspace (Enterprise) and Microsoft 365 environments.
- Network Engineering: Design and management of LAN networking (DHCP/DNS), Fortinet firewalls, and Extreme/Aruba switching and wireless infrastructure.
- Systems Continuity: Management of mission-critical hybrid backup platforms (DATTO) and disaster recovery planning.
- Endpoint Management: Enterprise-level Apple and Microsoft device management, including Mosyle MDM.
- Endpoint Protection: Bitdefender GravityZone

### **Web and Digital Presence**

- Full-Stack Web Management: Web design and hosting, domain administration, SSL certificate management, standards compliant HTML, CSS, PHP, and WordPress development.

## **LEADERSHIP AND PROFESSIONAL SKILLS**

### **Strategic Operations & Resilience**

- Organizational Strategy: Expert in vendor relations, multi-year budget management, and the development of long-term technology roadmaps.
- Institutional Continuity: Architect of comprehensive disaster recovery and business continuity plans to ensure organizational resilience.
- Policy Governance: Proven leader in establishing technology policy libraries and guiding institutional data governance standards.

### **Executive Communication & Collaboration**

- Stakeholder Alignment: Trusted advisor to executive leadership and faculty, translating technical complexity into actionable institutional strategy.
- Cross-Functional Leadership: Skilled in building consensus and gaining the respect of diverse teams through transparent communication and collaborative brainstorming.
- Public Speaking & Training: Experienced in presenting complex digital identity and security strategies at national conferences and virtual forums.

### **Mission-Driven Execution**

- User-Centric Design: Focused on implementing technical solutions that directly further the creative and administrative goals of the organization.
- Human Capital Management: Expert in restructuring department models and fostering team dynamics based on constructive feedback and shared strategic goals.
- Agile Project Management: History of delivering large-scale infrastructure and software migrations within tight timeframes and complex budget constraints.

## **SERVICE**

- Higher Education Systems and Services Consortium Board, Jenzabar ONE Cohort Co-chair (2025 – 2026)
- Jenzabar JICS Advisory Board Member (2025 – 2026)
- GUILDiT Board Member and Treasurer (2023–2024)
- Infragard Missouri - Kansas City Members Alliance Member (2015 – Present)
- Campus Consortium EdTech Share Program (2023–2024)
- 1Password Advisory Council Member (2022–2025)
- KCAI Technology Steering Committee Chair (2025 – 2026)
- KCAI Staff Advisory Council Co-Chair/Founding Member (2017–2021)

## **CERTIFICATIONS**

- Google AI Professional Certificate, 2026
- Non Profit Manager's Institute, Non Profit Connect, August 2024
- Delivering Project Results – Change Management for Those Overseeing, Leading, or Managing Projects, Educause, 2024
- New IT Managers Program, Educause, 2018

## **SPEAKING ENGAGEMENTS**

### MoreNET Conference (in person)

Streamlining Digital Identities and Account Access: SSO and Automated Provisioning,  
October 20, 2021

### Campus Consortium (virtual)

Improve Productivity with Limited Resources: Automate Account Provisioning and  
Security, January 21, 2021

### Quicklaunch (virtual)

Seamless Student Journeys: Strategies for Effective Onboarding and Off-boarding,  
February 8, 2024

Streamlining Digital Identities and Account Access, February 25, 2021