

Dominick Percoco

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Education

Master of Business Administration (MBA)

Sul Ross State University

Bachelor of Science in Geosciences, Minor in Mathematics

Angelo State University

Professional Experience

Director of Academic Technology

Office of Information Technology | Sul Ross State University

October 2023 – Present

- Managed federal grant funding to enhance classroom technology capabilities.
- Designed and integrated in-person, hybrid, and remote teaching technologies.
- Directed systems administration for academic platforms, resolving complex technical challenges.
- Facilitated cross-team collaboration to ensure seamless operations.
- Conducted technology needs analysis and developed cost-effective proposals.
- Partnered with third-party vendors to implement tailored solutions.
- Created and maintained documentation of classroom cabling layouts.
- Served as a member of the Online Distance Education Committee and Chair of the Instructional Technology Committee.

Academic Technology & Teleconferencing Coordinator

Office of Information Technology | Sul Ross State University

September 2020 – October 2023

- Designed and implemented advanced classroom technology layouts.
- Managed vendor partnerships to align designs with budgets and oversee installations.
- Maintained 99% uptime for video conferencing across four campuses.
- Modernized AV routing systems for classrooms to improve functionality.
- Delivered advanced training on teaching tools and applications.
- Chaired the University Resources Sub-Committee for the 2022-2027 Strategic Plan.
- Produced and maintained classroom cabling layout documentation.

- Created ad-hoc solutions to support live classes.
- Active member of the Online Distance Education Committee and Chair of the Instructional Technology Committee.

Technical Support Specialist II

Office of Information Technology | Sul Ross State University

February 2018 – September 2020

- Diagnosed and resolved computer issues for Windows and macOS platforms.
- Documented incidents using ticketing systems to track and address support requests.
- Provided foundational training on tools and applications.
- Created and deployed computer images and security updates.
- Administered VOIP phone systems to optimize communication networks.

Lab Technology Specialist

Office of Information Technology | Sul Ross State University

January 2017 – January 2018

- Supervised operations of computer labs, ensuring efficient scheduling and user support.
- Forecasted and planned for future technology needs in classrooms.
- Oversaw hardware and software management for science lab systems.

OIT Technician

Office of Information Technology | Sul Ross State University

July 2015 – December 2016

- Provided first-line support via the help desk, creating, and resolving service tickets.
- Designed and distributed instructional materials for technology use.
- Improved departmental communication strategies to enhance service delivery.

Teaching Assistant

Department of Biology, Geology, and Physical Sciences | Sul Ross State University

January 2013 – December 2014

- Delivered lab instruction for Physics, Astronomy, Geology, and GIS courses.
- Designed and administered lab practicums and supported fieldwork for Geology Field Camp.

Geology Research Assistant, Department of Physics, Angelo State University, San Angelo, TX (May 2009-August 2009, June 2010- August 2010)

- Structural geology field mapper

Lab Technician

Information Technology | Angelo State University

August 2009 – May 2012

- Resolved basic hardware and software issues for campus users.
- Managed equipment checkout systems for faculty, students, and staff.

Geology Research Assistant, Department of Physics, Angelo State University, San Angelo, TX (May 2009-August 2009, June 2010- August 2010)

- Structural geology field mapper

Point of Sales Associate

Kohl's Corporation

May 2008 – August 2008

- Operated cash registers and communicated promotions to enhance customer experience.

Information Systems Intern

Orthofix Inc.

May 2006 – July 2006

- Upgraded computer hardware and configured user accounts in Active Directory.
- Deployed and maintained computer images using Symantec Ghost.

Certifications and Professional Development

- ViewSonic® IT Certified (2024)
- CJS - Security and Privacy: Privileged Role (2024)
- Atlona AV Education Designer (2022)
- Atlona AV Education Technician (2022)
- Udemy: The Complete Cyber Security Course: Hackers Exposed
- Udemy: Complete Ethical Hacking Bootcamp 2022: Zero to Mastery
- Academic Impressions Customer Service Skills Training Conference (2021)

Technical Skills

Proficient in: Windows OS, macOS, Linux distributions, Microsoft 365, Adobe Acrobat, ArcGIS, Zoom Management, Endpoint Central, ServiceDesk Plus, Active Directory, NMAP, Metasploit, Nessus, Google Workplace, UniFi network management, ViewSonic Manager

Experienced in: JAMF, Python3, PowerShell, C, C++, MATLAB, Mathematica, PHREEQC Interactive.

Publications

*Joseph I. Satterfield, Henry F. Schreiner III, Mason Brownlee, Dominick Percoco, Amanda Williams, and Travis Barnett 2010. Polyphase Structures and Passively Emplaced Plutons in Northern Sierra Del Carmen, Big Bend, Texas: 113th Annual Meeting of the Texas Academy of Science, Tarleton State University, Stephenville, TX, p.162.

*Joseph I. Satterfield, Henry F. Schreiner III, Mason Brownlee, Dominick Percoco, Amanda Williams, Travis Barnett, and Victor P. Siller 2010. Polyphase Structures and Passively Emplaced Plutons in Northern Sierra Del Carmen, Big Bend, Texas: Department of Geosciences 2010 Research Day, Texas Tech University, Lubbock, TX, p.9.

Research Projects

Big Bend Geologic Mapping, Dagger Mountain, TX, 2009-2010

- Structural geology mapping
- Collecting rock samples

Big Bend Geologic Mapping, Marathon Basin, TX, 2009

- Structural geology mapping funded my Marathon Energy
- Collecting rock samples

RadNet Monitoring, 2011

- Monitoring the atmosphere's radiation levels biweekly
 - Part of the EPA RadNet program
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Professional Affiliations and Organizations

American Association of Petroleum Geologists (Member: 2009 –2014)

Geological Society of America (Member: 2010 – 2014)

Geologic Exhibition Organization, Angelo State University (Founder and President: 2008-2010; Vice President: 2010 – 2011, Executive advisor: 2011); Member: (2008 – 2012)

American Geophysical Union (Member: 2010-2014)

Texas Academy of Sciences (Member: 2010)

Society of Physics Students, Angelo State University (Member: 2010-2011)

Permian Basin Speleological Society (Member: 2010-2011)

American Chemical Society, Angelo State University (Member: 2008)
