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From: Anas (Enoch) Eljamal
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Subject: Application for the position of Information & Communication Technology Specialist

Monday, October 09, 2006

In response to your advertisement in the Chronicle of Higher Education, I would like to apply for the position of *Information & Communication Technology Specialist*. You may find full details of my background on my web site: anas.eljamal.com. For your convenience, I have attached my resume.

In summary, I have more than 18 years of experience in designing, creating and implementing ICT infrastructures for educational and learning organizations with diverse cultural background. My most prorogued experience was with the UAE based Higher Colleges of Technology between 1989 and 2004 where I was a key member in designing an educational environment that graduates citizens of the knowledge age. My involvement spanned from K-12 (with the Ministry of Education) to post secondary education (with the Higher Colleges of Technology.) Presently, I am working as the CIO of Keyano College in Northern Alberta, Canada in similar duties.

Below is a highlight of my experiences that pertain to the requirement of your vacancy:

SEC Requirement: Qualifications to a minimum of Master level in an aspect of ICT

I obtained my Masters' degree in Quality Management with emphasis on Educational Leadership after completing my Bachelor's Degree in Computer Sciences. I enhanced my academic credentials with numerous certificates and recognitions in the area of ICT for education including certificates from MIT and Harvard University in programs related to ICT and leadership in education.

SEC Requirement: Qualifications and experience as a teacher

I have been teaching since 1985. Even when I was promoted to leadership positions, I was deeply involved in the educational process. Till now, I teach at least one course every semester to keep the focus on learning.

I have numerous teaching certificates and I have attended and conducted learners and educational facilitation workshops. My work since 1992 has focused on implementing ICT solutions in educational environments for primary, High School and Post Secondary Learning environments. My teaching experience included IT courses as well as other areas like Mathematics, Sciences, Business and History. The latest course I taught was "Operation Management" at Keyano College, Alberta. Please refer to my resume for full details of my teaching experience.

SEC Requirement: Previous experience in ICT, developing online learning, knowledge of networks and use of adaptive technology in education

Since 1992, I have assumed leading roles in the creation of ICT infrastructure for the Higher Colleges of Technology – Dubai Men's College. The climax of my work was to design and implement futuristic ICT infrastructure for the new Dubai Men's College campus that inaugurated in 2004. My work involved collaboration with leading ICT providers like IBM, Nortell, Citrix and Dell in addition to international universities like

Wake Forest University, University of North Carolina, MIT and University of George Washington.

Presently, I am working with Bell West Canada to create ICT infrastructure for Keyano College in Northern Alberta to provide the necessary technologies required to create a learning organization.

I was a key member of the UAE Ministry of education that developed the IT Curriculum for their K-12 program.

I am well versed in different online and e-Learning methodologies. Practically, all my courses had an online modules. Few were totally online while others were blended between face-to-face and online. I have used numerous tools for these purposes including video-conferencing, tele-conferencing, online chatting, newsgroups, WebCT, Blackboard, LearningSpace and the likes.

SEC Requirement: Experience in planning and conducting staff development sessions

Since 2000, when I became the manager of the Educational Technology department, I have developed and conducted different IT related professional development programs to help the administrators and faculty to master technology for their work efficiency, classroom teaching and for the benefit of learning in general. My workshops included preparation for the ICDL, WebCT, Blackberry, strategies for online learning in addition to Instructional Kill Workshops (ISW.)

SEC Requirement: Experience in curriculum development and implementation:

Since 1985, I have been involved in curriculum development for IT courses. I have numerous certificates in the field. I have been a key member of curriculum development committee in the UAE Ministry of Education, Higher Colleges of Technology, Keyano College and Alberta Ministry of Advanced Education. My area of expertise in curriculum development span across the following topics:

- Computer Literacy
- Networking and telecommunication
- Software Engineering
- Web Development
- eBusiness, eCommerce and eMarketing
- Education Technology, eLearning and classroom technology.

SEC Requirement: Experience in the facilitation of groups through change:

The strength of my experience is based on my ability to induce change and paradigm shifts to organization with minimum disruption while capitalizing on the momentum of the staff members. I have lead organizational change in education numerous times. My Masters Degree and the Certificate I have obtained from Harvard School of Education focuses on leading change in educational environment.

I am confident you will find my experience suitable for this position. I sincerely look forward to hear from you.



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Full Name: Anas (Encoh) Eljamal
Wife's Name: Sana Elache
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Career Objectives

Work with professional educators on exploiting post-modern information and communication technologies in the areas of teaching, learning and educational administration for the success of learners.

Summary of My Career Experience

I have passion for integrating technology in education for the benefit of learning, learner success and the effectiveness of educational administration. My experience since 1989 has been on investigating and implementing technical solutions for the learning purposes in post-secondary institutions. My duties have evolved from an IT instructor to decision making leadership positions with focus on educational and information technology. My career path focused on creating IT curricula and systems that prepare college graduate to be effective and successful citizens of the knowledge age. With the boom of e-learning era, I initiated many technical solutions that enhanced the face-to-face, distant and blended learning through the proper use of the Internet, audiovisual media and other digital applications. In addition to the technical solutions, I devised new curriculum and assessment methodologies that address the challenges accompanying the advancement of technology.

My leadership and managerial history is saturated with change and paradigm shift challenges. The success of my methods is rooted in my belief in delivering solutions based on the teachers' and administrators' needs rather than imposing new trends without compromising organizational strategies. With proper training and support, these initiatives surfaced to success.

I have presented numerous international presentations in theoretical and practical concepts related to the application of technology in modern age post secondary education systems.

Academic Degrees

- **Masters Degree in Management**, University of Wollongong, Australia, Spring 1998.
- **Graduate Certificate in Total Quality Management**, University of Wollongong, Australia, Spring 1997.
- **B.Sc., Computer Science and Mathematics**, American University of Beirut, Lebanon, Fall 1985.

Resume

Chronology of Work Experience

Sep 2004 To Present

Title: **Chief Information Officer**
 Organization: Keyano College, Alberta, Canada
 Website: www.keyano.ca

Role: Member of the College Executive Committee. Responsible for setting, implementing and managing the ICT strategies of the college.

Major Accomplishments: implemented structured wireless across all campuses, consolidated back end servers through virtualization to support the educational processes, implemented an Educational Portal System, introduced new technology based teaching and learning for the remote communities, introduced new distant education learning experience, introduced laptops, participated in revamping the business and computer science curriculum to meet the present IT challenges in the Oil Sands industry. In addition, I teach Operation Management and Human Resources courses at the college.

Jun 2000 To Sep 2004

Title: **Manager of Educational Technology**
 Organization: Higher Colleges of Technology, Dubai, U.A.E
 Website: www.hct.ac.ae

Role: Member of the College Executive Team. Assumed the role of Acting Director. I was responsible for setting, implementing and managing the operation related to educational technology.

Major Accomplishments: introduced student laptop program and wireless across the whole campus. Utilized Citrix solutions to minimize down-time learning opportunities. Designed, purchased and implemented state of the art infrastructure to support the educational and administrative operation of the college. Participated in creating an eCommerce program that evolved into the e-Business degree. Managed teachers' professional development programs that helped them migrate to new teaching paradigms. Managed the technical support and operation function of the college.

May 1992 To Jun 2000

Title: **Manager of Student Services and Computer Systems**
 Organization: Higher Colleges of Technology, Dubai, U.A.E
 Website: www.hct.ac.ae

Role: Manage the students services function in the college which included student recruitment, student records and registrar. In addition, I managed the computer support functions of the college.

Major Accomplishments: Attracted 80% of the potential high school graduates to our college, created and administered policies related to student services and the registrar. Developed and managed a student academic tracking systems. Participated in the creation of a centralized admission center at the level of the country. Purchased and installed automation systems required for the operation of the college (specifically SCT Banner and WebCT.) Participated in the development of numerous

IT curricula.

Aug 1989 To May 1992 Title: **Instructor of Business Information Systems**
 Organization: Higher Colleges of Technology, Dubai, U.A.E
 Website: www.hct.ac.ae

Role: Teacher of IT courses (database, networking, applications and programming.)

Major Achievements: Was awarded the Excellence in Teaching award. Developed numerous courses for the department. Participated in the process of BTEC accreditation.

Sep 1988 To Jul 1989 Title: **Teacher of Computer Sciences**
 Organization: Ibn Khaldoun High School, Manama Bahrain

Role: Teacher of programming courses for grades 5 to 9 and Sciences for Grade 5. Developed material for the courses.

Oct 1983 To Sep 1988 (1) Title: **Teacher of Computer Sciences and Mathematics**
 Organization: American Community School

Role: Teacher of Mathematics (Algebra and Geometry) and Computer Sciences for grades 10 to 12.

(2) Title: Graduate Research Assistant in Computer Sciences
 Organization: American University of Beirut
 Website: www.aub.edu.lb

Role: Teacher of computer sciences courses for Freshman and Sophomore years. Graduate assistant to professors in numerous computer courses. Managed the Computer Labs in the Department of Mathematics.

Mar 1991 To April 1983 Title: **Bilingual Industrial Instructor**
 Organization: Mitsubishi heavy Industries
 Website: www.mhi.co.jp

Role: Instructor of the operation and maintenance of Desalination control room. Developed teaching and learning material for the trainees in English and Arabic.

Professional Certificates

- 2005: SuperNet Operation, NAIT.
- 2004: Work Health and Safety Certificate, Alberta Government.
- 2003: Global eLearning Workshop from Massachusetts Institute of Technology, Boston, Learning International Network Consortium.
- 2002: ICDL Center Manager and Assessor, UNESCO.
- 2001: Independent Learning Skills, Higher Colleges of Technology.
- 2000: Judging Quality Award, Dubai Quality Award, Dubai Economic Department and University of Wollongong.
- 2000: Leadership in Education, Harvard Graduate School of Education.
- 1995: Facilitation Training Certificate, Instructional Skills Workshop Group, Higher Colleges of Technology.
- 1994: Training the Trainers Certificate, Instructional Skills Workshop Group, Higher Colleges of Technology.
- 1993: Oracle Advanced Application Building Certificate, Oracle.
- 1990: Curriculum Development, Higher Colleges of Technology.
- 1991-2000: Novell Netware Operating Systems Certificates, Novell and Computer Data Networks.

Professional Membership

- AAHEIT:** Alberta Association in Higher Education for Information Technology (www.actic.ca)
- CANHEIT:** Canada Higher Education and Information Technology Consortium
- MIT-LINC:** MIT Learning International Network Consortium (linc.mit.edu)
- ISACA:** The Information Systems Audit and Control Association (www.isaca.org)
- EduCause:** www.educause.edu
- CANITDIRS:** Canadian IT Directors network.
- LIFIA:** Learning Innovations Forum, www.lifia.ca.

Languages

- English:** Excellent communication skills, spoken, written and presentation.
- Arabic:** communicates very well in different dialects.
- French and German:** suitable for traveling purposes.
- Aramaic:** enough for research purposes.

Personal Interests

I am a world travel backpacker with my family. We traveled all over Europe, Asia, North America, and the Middle East. Our next travels will be to Western and Northern Canada, Central and South America. I am a passionate researcher of culture, history and religion. I have given numerous presentations about cultures and religion interrelationships. I indulge myself in playing strategy games where mental challenges give me the thrill. I am a certified *Akila* in Boys Scouts and I enjoy watching good movies.

Presentations

- 2006: Wood Buffalo Human Resources Management Association:** Human Resources Management in Multicultural Organizations.
Alberta North Access Symposium: How "Knowledge Technology" Improves Cross-Cultural Collaborations.
Work Force Development, Supervisors Boot Camp: Management by Remote Control.
- 2005: Fort McMurray Public Schools Teachers conference:** (1) The Google Kid: how Technology is impacting the learning behavior of the new generation (2) Cultural Spectacles: Methodologies of understanding the paradigms of different cultures.
Keyano College: Education in the Knowledge Age, Mastering the Basics Series of Presentations: Email and Networking.
- 2004 - Present: Fort McMurray Multicultural Association:** On Going Presentations related to multiculturalism and impact on teaching and learning.
- 2003 – 2005: Laptop Think-Day – HCT and Zayed University:** Different presentations about the use of technology and laptops in teaching and learning.
- 2002: IBM ThinkPad University Conference:** The Cultural Challenges facing implementing successful educational technology in the Gulf Countries.
- 2001: American University of Sharjah:** Future trends of technology in teaching and learning
- 2002: With Pat Colabucci:** Online Role Play Simulation as an alternative assessment
- 1998 - 2000: Higher Colleges of Technology Conference:** Uses of Technology in the functions of Student Services and Registrar.

Numerous other presentations and workshops about the use of technology and media in education. In addition to training on new methods of teaching, assessment, training and software application.

References

Present Employer: Keyano College

Postal Address:
8115 Franklin Avenue,
Fort McMurray Alberta T9H 2H7

References Provided upon Request

Previous Employer: Higher Colleges of Tech.

1) Norman Gray (Previous Director)
Higher Colleges of Technology
Postal address:
1724 The Chase
Mississauga, Ontario L5M 4P2
Email: nlgray@roger.com or
Tel: (905) 569-0058

2) Bill Vega (Present Director)
Higher Colleges of Technology
Email: bill.vega@hct.ac.ae
Tel: +971 4 3260303 (International)

You are authorized to approach the above individuals for reference.

Details of my last 2 Jobs

My Present job at Keyano College (Sep 2004 – Present):

Organization: Keyano College, web site: www.keyano.ca

The Title: Chief Information Officer

Start date: 15 September 2004

Reason of seeking a new job: Completion of the project of deploying new e-Learning Infrastructure.

Number of Employees: 9 IT Engineers serving 230 staff member and 1800 students in 6 campuses across Northern Alberta.

Description of the Job: Establish a strong educational technology support and services function in the college and lead the implementation of futuristic knowledge technology that put Keyano College at the forefront of educational institutions in Alberta preparing an environment to graduate successful citizens of the knowledge society.

Achievement to date:

In the short period I have been working with Keyano College, I was able to achieve the following:

1- Restructured the department to 3 division:

Level 1: The "Backend-End Division" which manages the IT infrastructure. This division has redesigned and deployed complete new ICT infrastructure (networking and systems) that creates an "anytime/anywhere" working environment.

Level 2: "The Front-End Division" which offers services and support to the college community.

Level 3: "The Core-Business Division" which partners with different departments and functions within the college to develop and put into use technologies that increase their efficiencies and productivity. This division is presently working on PD programs to increase staff and instructors IT competencies.

2- Introduced alternative learning technologies that complement the eLearning initiatives and meets the challenges of the college. One example is the *Virtual Gallery* which invites the community of Fort McMurray to contribute to the learning of the Applied Arts Students.

3- Introduced an industry based "Learning On Demand" teaching system that helps the apprentice of the Oil Industry to evolve academically and learn while they are on the job.

4- Introduced technologies to support remote collaboration among the students and staff of 8 remote campus sites.

5- Proposed 3 projects to enhance the use of technology in the administration as well as the teaching environments:

(a) A collaborative training program for the teachers

(b) collaborative training for the administration and staff

(c) Creation of IT steering committee with well structured work groups to address introduction of IT across the system.

Full details will be supplied upon request.

My Previous Job (Jun 2000 – Sep 2004):

Organization: The Higher Colleges of Technology, Dubai Men's College;
Web Site: www.hct.ac.ae; dbm.hct.ac.ae

The Title

Manager of the Department of Information and Educational Technology.

Duration: From June 2000 till September 2003.

Reason of Termination: Offer from Keyano College.

Number of Employees

I had 13 employees on my team: 4 network engineers, 4 user Support Specialists, 2 software development and 3 educational technologists. In addition to coordinators from different departments and adjunct staff members.

Approved Budget

In the academic year 2003-2004, I was managing a budget of AED 22M, equivalent to CA\$ 9M, for purchasing, upgrading and implementing new ICT and Audio visual infrastructure for the learning purposes of a new campus.

Goals of the Job

The goals of the department were to cultivate a technology-enhanced learning environment to prepare lifelong learners who can succeed in the knowledge society. Full job description could be supplied upon request.

Structure of the Department

To meet the objectives set for the department, I restructured it into 4 interwoven units:

The ICT Unit: The ICT team was responsible for the operation and maintenance of the ICT infrastructure. We designed, operated and implemented a state of the art infrastructure that is a world's lead in educational technology. Since its inception, the following were the achievements of the unit:

- Worked with leading international technology providers like IBM, HP, CISCO, Nortel, Citrix, Novell and Microsoft to design and deploy the latest information and communication technologies suitable to prepare our students to be successful citizens of the knowledge age.
- The network infrastructure we operated was composed of the following technologies: Nortel based network with flexible and robust security system that blocks intrusion at the level of the edge switches; a 4Terabytes storage system employing NAS/SAN technology to cater for students' storage needs; video on demand system to support educational needs for the classroom audio-visual material; centrally managed audio-visual equipment used in classrooms like 135 multimedia projectors and audio systems; a sophisticated audio-visual editing system that allows linear and non-linear editing for educational purposes; three video-conferencing facilities for distributed instruction; 3 multi-purpose multi-media halls for conferences and group activities; Nortel based voice over IP Telephony system.
- Institutionalized a network management system based on IBM Tivoli.

User Support Unit (USU): The USU team was responsible for supporting the users of the college to ensure our IC technology is working to their advantage. The user support team received extensive training and professional development to focus on the learning process. They were actively involved in the teaching and the learning activities to keep their focus on the educational value of their job. The achievements of the unit are:

- Developed and implemented a computerized, knowledge and human-based user support system for all ITC and Audio-visual user needs.

- Created a learning-oriented support team that addresses user requests with focus on the mandate of educational requirements of teachers and students.
- Created the "shadowing program" where course assessment is linked to student activities in the unit. In this way, student learning contributed to the effectiveness of our operation.
- Created a preventive maintenance plan to minimize the downtime of the technology by proactively predicting and preventing failure.
- Worked with IBM on institutionalizing autonomic computing that creates self-healing, self-monitoring and self-managing computing environment.

Application Development Unit (ADU): The ADU team is responsible for the development and maintenance of software applications required in the learning process. The achievements of the units are:

- Led the development and implementation of educational systems like integrated educational portals, course management systems and student progress tracking systems.
- Developed and implemented performance and appraisal systems.
- Developed and implemented student academic tracking systems capitalizing on the existing legacy systems.
- Acted as "hired guns" used by teachers to create suitable eLearning material.
- Created and managed ePortfolio system to track student academic achievement during their studies in the college.

Educational Technology Unit (EdTec): The EdTech team was responsible for supporting the teachers' needs to effectively utilize technology in their classrooms teaching and learning activities. The achievements of the unit are:

Developed programs, policies and training schemes to help teachers exploit technology in the learning process.

Facilitated eLearning projects and initiatives among staff to pilot new technologies in education.

Worked with the academic teams to develop appropriate teaching and learning strategies suitable for the eLearning environment.

Organized seminars and conferences in the field of eLearning like the UAE IT Challenge Conference, UAE Laptop Teachers Forum, IBM Fly-in Conference, e-Education without Boundaries, and many locally organized discussion groups and seminars.

Main Achievements in my HCT job:

- Restructured the department, in a non threatening approach, into 4 interwoven units where teams from different entities work inter-departmentally.
- I created a "Break the Boundaries" environment within my college where individuals and entities from outside my department worked with my team on common objectives without violating reporting structure.
- Created a "learning drive" within my team where learning became the focus of our operation. All technical support and implementation was geared towards our students' learning.
- Developed and institutionalized different professional development initiatives (like ICDL and CORE) to create an environment of self development through sharing personal experience.
- Created a "Buddy System" where every member of my team is leading one area of our function where other members report in that area (including myself.) In this way, every member was empowered in one area while serving in all other areas. This increased the efficiency of our operation.
- Working with 4 network engineers, 3 ITC specialists, 3 Audio Visual technicians and 3 Educational technologists, I was potentially able to create an entity with potentially 21 team players through implementing a "Break the Boundaries" operation. "Break the Boundaries" is an initiative where different departments in the college work together on common goals without disrupting reportage structure, thus increasing efficiencies and cross-functional collaboration.
- Working with my talented team, we designed and created the "learning infrastructure" of the future by designing an ICT setup suitable for the teaching and learning in the knowledge age.
- I created the Certificate of Recognizing Experience (CORE) program to help our professionals

- develop themselves by sharing their talents and experience.
- Working with other teams in the college, we led the college into becoming a lifelong learning organization through the Leap initiative which helped smooth the cultural change associated with this paradigm shift.
- Worked with international educational organizations on collaboration in the field of eLearning like M.I.T, University of North Carolina, Acadia University and other institutions.
- Collaborated with local organizations like the Ministry of Education, e-Government Initiative Teams, Economical Development Department and local universities on identifying educational needs of the nation.
- Designed, developed, implemented and led many training initiatives to help teachers shift to the new eLearning paradigms like introduction of ICDL, a collaborative eLearning Certificate, Instructional Skills Workshops, etc...
- Shared our success initiatives with other educational institutions affected by us like colleges, schools and universities within the U.A.E.

Instructional/Curriculum Design

I have developed and implemented numerous curriculum and courses for the college programs as well as K-12 syllabuses:

College Curriculum: I developed the curriculum and related course material for the course of: network design, database design, computer literacy, independent learning courses and history of the middle East.

School Curriculum: I was on the UAE ministerial committee that developed the framework of the IT curriculum of the K-12 program and I was actively participating with the development of many of the related course material.

eLearning: I have developed and implemented many online material for computer courses using WebCT platform. Some of these courses are: eMarketing, Internet programming, Database Design, Operation Management and history of the Middle East.

Assessment: I have developed many online assessment tools using HotPotatoes and *Respondus*. Most recently, I developed an online system for ePortfolio assessment program for the first year college students.

Courseware: I have developed numerous courseware materials to support classroom teaching using different multimedia packages and tools like HyperStudio, Authorware, And ToolBook.

Experience with Adult Training

I have developed and conducted the following workshops and training programs for adults:

- Web design courses (DreamWeaver, Fireworks, Flash, PHP, MySQL, Linux).
- Developing eLearning courseware with WebCT and Blackboard.
- Technical Free Workshops for Teachers (HotPotatoes, Respondus, electronic presentations).
- Quality Service workshops.
- Training the Trainers on Instructional Skills (part of the ISW initiative.)
- Facilitated Instructional Skills Workshops for teachers.

- Presented a paper on "Technology in Teaching" for HCT Staff Conference, 1993.
- Presented numerous computer literacy workshops for the staff and faculty of HCT