### Client Support

- **Vernon Ballard**, Director of Front Line Services & Information Security Officer  
  Ext. 5221  For Urgent Situations: 646-302-1176  
  E-mail: vern@ccny.cuny.edu

- **Dixon Ansong**, Client Services Manager  
  Ext. 7011  For Urgent Situations: 718-839-0758  
  E-mail: dansong@ccny.cuny.edu

- **Ivette Rodriguez**, Service Desk Manager  
  Ext. 5828  For Urgent Situations: 646-631-0356  
  E-mail: ivette@ccny.cuny.edu

- **Patrick Flores**, Administration-Tech Support Specialist  
  Ext. 5064  For Urgent Situations: 917-692-9486  
  E-mail: pflores@ccny.cuny.edu

- **Robert Hernandez**, CWE- Computer Systems Administrator  
  Ext. 212-925-6625  For Urgent Situations: 917-687-0225  
  E-mail: robert@ccny.cuny.edu

- **Wendell Freeman**, IT- Security Support  
  Ext. 7403  For Urgent Situations: 646-228-9082  
  E-mail: skiter@ccny.cuny.edu

- **Alcides Chavez**, GSOE- System & User Support Tech  
  Ext. 7168  For Urgent Situations: 646-468-3166  
  E-mail: alcides@ccny.cuny.edu

- **Karl Li**, Science - Network Support Specialist  
  Ext. 7911  For Urgent Situations: 917-678-7651  
  E-mail: karl@ccny.cuny.edu

- **Howard Schneiderman**, Sophie Davis- Network Administrator  
  Ext. 6958  For Urgent Situations: 646-261-4675  
  E-mail: howie@ccny.cuny.edu

### IT Service Desk

- Provides technical support via phone and in-person visits for e-mail, network, Internet, all Microsoft products and equipment  
  Ext. 7878  For Urgent Situations: servicedesk@ccny.cuny.edu

### Blackboard and iMedia Reservations

- **Kelli Crosby**, iMedia Reservation Desk Manager  
  Ext. 6899  For Urgent Situations: 347-723-3421  
  E-mail: nana@ccny.cuny.edu

- **Kent Eng**, Blackboard Administrator  
  Ext. 6524  For Urgent Situations: 646-261-3325  
  E-mail: kent@ccny.cuny.edu

### IT Management Office & Technical Services (TS)

- **Joe Deng**, Manager Telecom & Field Support  
  Ext. 7165  For Urgent Situations: 347-236-6843  
  E-mail: jdeng@ccny.cuny.edu

- **Jonathan Zhao**, Network Services  
  Ext. 7177  For Urgent Situations: 347-236-6819  
  E-mail: jonathan@ccny.cuny.edu

- **Brad Harbans**, System Administrator  
  Ext. 6644  For Urgent Situations: 718-679-7457  
  E-mail: brad@ccny.cuny.edu

- **Kristopher Mui**, Telecom-Technician  
  Ext. 7165  For Urgent Situations: 917-881-8361  
  E-mail: kmui@ccny.cuny.edu

- **Youssef Elhajji**, Area Support Manager  
  Ext. 7370  For Urgent Situations: 917-293-1901  
  E-mail: youssef@ccny.cuny.edu

### Application Development Services

- **Rodel Sena**, Sr. Programmer  
  Ext. 6192  For Urgent Situations: 646-479-0182  
  E-mail: rodel@ccny.cuny.edu

- **Annamma Abraham**, Sr. Programmer  
  Ext. 8421  For Urgent Situations: 917-293-1901  
  E-mail: aabraham@ccny.cuny.edu

- **Beth Schneiderman**, Lyris/Web Support, IT Communications  
  Ext. 7083  For Urgent Situations: 917-293-1901  
  E-mail: beth@ccny.cuny.edu

### IT Business Services

- **Otto Marte**, Sr. Director of Business Services  
  Ext. 6190  For Urgent Situations: 347-236-6843  
  E-mail: marte@ccny.cuny.edu
**Office of the Chief Information Officer (CIO):** Responsible for project management, operational management, supervision of all technology services.

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<tr>
<th></th>
<th>Ext.</th>
<th>For Urgent Situations:</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ken Ihrer, Chief Information Officer</td>
<td>7009/7400</td>
<td></td>
<td><a href="mailto:kihrer@ccny.cuny.edu">kihrer@ccny.cuny.edu</a></td>
</tr>
<tr>
<td>Leonardo Leon, Deputy CIO</td>
<td>8541</td>
<td></td>
<td><a href="mailto:lleon@ccny.cuny.edu">lleon@ccny.cuny.edu</a></td>
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*Updated: September 2016*