



Being up-to-date with changes in technology is especially imperative to staff members like Jose Hernandez Jr. who have to implement those changes and train other users. Jose Hernandez Jr. is the Technology Implementation Manager for the Engineering Technology Center (ETC) located in UTEP's College of Engineering. "My duties have changed through my 22 years at UTEP; I have worked with servers, networks, databases,

programming, and client computers; but currently I focus on customer support related to computer technology." The ETC provides support to faculty, staff and students in the College of Engineering with services such as: computer maintenance, troubleshooting and repair, software installation and storage and software licenses services, among other services.

Mr. Hernandez received a Bachelor's degree in Computer Information Systems from the College of Business Administration and a Master's of Information Technology from the College of Engineering, both from UTEP. He believes that education is fundamental to be able to position one's self in the professional world but as important is to keep current and always be up-to-date with changes in your field. He is currently working on getting the A+ and Network+ certificates which he hopes will equip him with the tools and knowledge to better serve the UTEP community. "My biggest accomplishment on a day to day basis is to not get complaints and to know that by doing my job and keeping things running I am allowing others to also do their jobs without technology-related interruptions."

Further advice that he has for staff members across the university is to join professional associations as another way of keeping up-to-date with changes in your field and for professional network opportunities. As he states, it is fun to travel out of the city to attend these conferences but you also meet people that love doing what you do, you get to attend seminars to broaden your knowledge but most importantly you learn best practices that can be used at your workplace.

Jose, UTEP Staff Council thanks you for your years of service and for the time you spend on professional development to better serve the UTEP community.