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## **SUMMARY**

- Information Systems Director with over 20 years experience in software development, computer systems management, network management and management of technical support groups. Extensive knowledge of database management, information organization and retrieval and operating systems. Managed IT operations on a 1000 + node network. Supervised 16 member staff including network manager, financial and data based analysts, technicians and help desk function. Installed and maintained first community health center Electronic Health Record system in Boston for a network of community health centers.

## **EXPERIENCE**

**July 2006/ Current**

- **I T Consultant**

**Clients include:**

### **Boston Health Care for the Homeless**

Installed Individualized Smart Card Reader system and provided training for HR department to install and use the Smart Card ID system. Installed MPLS over T-1 lines to connect Boston HealthCare for the Homeless to network partners

### **Boston VA Medical Center**

Provided analysis and troubleshooting for Boston Veteran's Administration Electronic Health Record system. Provided support to director of information technology in areas related to VA Unix based electronic health record system.

## **Network Design and Computer Repair**

Evaluate & install home video security systems and setup for intranet/internet viewing. Repaired/restored/cleaned computers for use and setup home network systems (wired and wireless).

Fix home computers through online consulting, VPN or at office/home visits.

## **1998-2006 Health Services Partnership of Dorchester, Dorchester Mass**

- **DIRECTOR, INFORMATION SYSTEMS CENTER (1998-2006)**  
Oversaw IT operations, budgeting and management of a 16 member group providing strategic planning, development, evaluation, systems analysis and operational support for a network of Community Health Centers. Served on Senior Management for 2 lead community health centers in the network.

### **Major accomplishments**

- Stabilized all business software.
- Cabled both Community Health Center's to CAT5E gigabit Ethernet standards.
- Upgraded network to Cisco switching standards
- Introduced Quality of Service bandwidth efficiency standards
- Converted IPX/SPX Novell Netware network to TCP/IP W2K/Unix based protocol
- Established functional T-1 links to Boston Medical Center, two Community Health Centers and a Community Technology Center
- Chaired the Joint Information Systems Council.
- Established a central Database Management Team for report design and information retrieval
- Established in house Unix based web servers hosting 5 domains and Lotus Domino Notes Mail system for enterprise
- Created the successful prototype for the installation of a city wide ASP based Boston Health Net Electronic Health Record.
- Planned and implemented the conversion of 750 Windows 95/98 desktop and server systems to W2K based systems in order to implement group user policies, upgrade security standards and internet/intranet access controls.
- Built and installed a 3.5 mile radius 802.11b wireless network that provides redundancy to the T-1 line infrastructure and provides high speed internet access to Social Services participants and Health Center clients. Worked with the Boston Police Department (Area C-11) to secure funding to establish the capability to provide video surveillance for the Dorchester area parks and secure Internet access to mobile units on the streets.

- As part of an international health exchange program funded by the US State Department, planned and established technology center at the AW Barnes School and a Women's Health Center in Buffalo Flats South Africa. Developed a video conferencing link between Boston and South Africa. Hosted and provided remote support for the Aw Barnes Technology Center. Received the South African Partners *International Partnership Awards presented by Archbishop Emeritus Desmond Tutu in 2004.*

### **1994-1998 Dorchester House Multi Service Center, Dorchester Mass**

- **Network Manager** (1994-1998)  
Responsible for providing technical support (intranet, internet, network applications on a Novell, OS2, Mumps and DOS/Windows-based platforms), logistical support and data management for multi-platform operations; and development of new software specifications and information products.

#### **Major accomplishments**

- Converted NetBIOS based network to IPX/SPX Novell network
- Enhanced network connectivity with Novell Netware, terminal services and CC-Mail technology.
- Established point to point T-1 Wide Area data and voice network links between Dorchester House Multi Service Center, Codman Square and Health Services Partnership of Dorchester
- Created data center for two Health Centers
- Implemented an intern program. to provide additional help desk capacity.
- Directed transition from Mumps/DOS based Practice Management System to Windows based workstation and personal computing environment.
- Established a 75 IBM/Mac computer community technology lab as part of The Tech Goes Home Project. Created a Hip Hop Center and the Cyber shop, which trained young people in Dorchester in how to run a small business.

- **MEN'S PROGRAM ADMINISTRATOR PINE STREET INN** (1991-1994)
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- Responsible for day-to-day operations in a multiple site 290-bed homeless shelter with a \$1.6 million dollar budget. Oversaw a staff of 50 full and part time staff. Provided administrative support, training, strategic planning and monitored contract compliance for Men's Inn.

#### **Major accomplishments**

- Transformed three shift system into an overlapped 24X7 continuous service coverage in order to establish formal case management system.

- Established operational standards and benchmarks for the men's inn
  - Established first UDMS and VMS/ database system for Pine Street Inn. Developed and installed the data base, trained staff and created reporting system.
  - Created-house training program including Non Violent Crisis Intervention, CPR and Substance Abuse 101.
- **MEN'S PROGRAM EVENING SHIFT SUPERVISOR (1986-1991)**  
Supervised 20 Direct Care counselors. Managed all evening operations of 250-bed shelter. Certified C-Level CPR and National Crisis Prevention Institute Associate level Crisis Intervention Instructor.
  - **EFFIGY SYSTEMS (1986-1992)**  
  
Owned and ran business for home/agency PC installation and support.

## EDUCATION

- 1987-1990 U-Mass Boston
- 1996-1997 Boston University Data Communications and Local Area Networking.
- 1970-1974 United States Air Force SAF IBM Computing

**Operating Systems:** Novell, Linux,(many flavors) Windows NT/2000/XP/Windows 2003 ,Windows 2008 and Business Exchange Server, Macintosh, Vista & Registered Windows 7 Beta Tester

**OS Add-ons:** Terminal Services, VNC, On Demand VPN Dialing, VMware, Citrix and most remote access software.

**Languages:** Perl, PHP, JAVA, JavaScript, Oracle, Mumps, C+,

**Databases/Directories:** SQL, Clipper, FoxPro, Dbase5, Report Smith, Crystal Reports

**WWW:** HTML, XHTML, XML, CSS, DHTML, RDF, PICS, SSL, CGI, HTTPS, PHP.

**Security/Network:** firewalls, routers, switches, Proxy, digital signatures, encryption, RSA, content switches, VPN, smart cards, DNS, Domain Structure and Organizational Unit

**Applied Concepts:** DNS, Domain Controllers, computing, machine translation, information retrieval, thin-client computing, multicasting, credit-card processing, rapid prototyping, human-computer interfaces, usability, comp rapid prototyping, collaborative work, content management, digital libraries, e-commerce, information organization, load-balancing, fault-tolerance, digital capture and conversion to streaming formats and content, bandwidth allocation and aggregation for data and voice

Volunteer Activities

Learning Prep School, Technology Committee

Brockton Veteran's Administration Hospital Veteran Peer Support Volunteer

University of Massachusetts, Veterans Affairs Department, outreach volunteer

