

Brent Emerson

Entrepreneurial and collaborative service/operations manager

WORK EXPERIENCE

Service Operations Manager Portland State University, Office of Information Technology 2021–

I advocate for a service and process orientation across the Office of Information Technology: assisting team managers with service design and operation, managing service pricing & billing, catalyzing process analysis and improvement, and convening and developing ITSM process owner working groups. I chair OIT's Service Management Matrix Team, a cross-functional group of ITSM entrepreneurs who maintain our IT service catalog and work to mature our service management practices.

Linux Systems Administrator, TI Service Catalog & Process Analyst Portland State University, OIT 2015–2021

As a senior member of the Linux Platform Team, I shared responsibility for administering 400+ servers and many critical services, focusing especially on strategy, project planning, sustainable service development, process management, lifecycle planning, architecture development, clarifying issues to enable problem-solving, mentoring new team members, cultivating collaborative work environments, and modeling excellent customer service. Initiated service and process analysis and improvement work across Technology Infrastructure department teams & projects, co-founded OIT's Service Management Matrix Team, and led development of our first complete service catalog.

Founder / CFO / Minister of Systems Thinking / UNIX System Administrator Electric Embers Cooperative 2003–2015

Co-founded this small worker cooperative, building it over a decade from hobby scale to employing four full-time sysadmins in providing socially responsible open source Internet hosting services to over 800 nonprofits, artists, and coops. An initially purely technical role evolved into strategy leadership and primary responsibility for technical and nontechnical systems architecture, project management, apprentice training, department co-management, bookkeeping, accounting, and financial management.

Independent Nonprofit Technology Consultant Tech Underground 2001–2003

Messaging Support Lead Engineer Pilot Network Services 1999–2001

Webmaster / System Administrator Sundance Institute & Film Festival 1996–1998

EDUCATION & CERTIFICATIONS

Lean Practitioner 2018, **ITIL 4 Managing Professional** 2023

Business Process Analysis & Data Modeling workshops Clariteq Systems Consulting 2018

Graduate coursework in Operations Research, Statistics, Accounting, Finance Portland State University 2017-2018

B.A. Mathematics, Philosophy (Logic & Philosophy of Science) Brown University 1998

VOLUNTEER EXPERIENCE

Horticulture Support Volunteer Portland Japanese Garden 2017-2019

Founder & Organizer Portland Project for Cooperative Innovation 2012-2014

Peer Advisor Democracy at Work Network 2009–2013 | **Board Member** Network of Bay Area Worker Cooperatives 2006

PUBLICATIONS

yudō: the Art of the Bath 2016 (bathing culture booklet)

edge of a mountain forest 2013 **synchronology** 2002 Journals including **Bombay Gin**, **The Styles**, and **Spillway** (poetry)

A Technology Freelancer's Guide to Starting a Worker Cooperative 2009 (business development guide)

DNS and SMTP for Internet Technology Integrators: Concepts, Tools, and Tricks 2007 (technology whitepaper)

SKILLS & INTERESTS

Systems design, analysis, and maintenance | Mathematical modeling for decision-making

Organizational, interpersonal, and process dynamics of effective & efficient power-sharing and collaboration