



# BOBBY J. CHILDS, JR.

Associate of Applied Science

Passionate healthcare IT professional with a blend of experience in application programming, systems administration, SQL, and information security.

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Proactive information systems technician with experience in application programming, relational databases, and the maintenance of critical systems. Adept at implementing, customizing, upgrading, and migrating systems to meet the changing needs of electronic healthcare. I am looking to become part of a team which is truly integrated into the environment it serves, using effective communication with leadership and staff to address new technologies and education to improve both productivity and compliance. As a member of the Career Technical Advisory Committee at Chattahoochee Valley Community College I utilize my experience and knowledge to help educators make adjustments to the curriculum in order to achieve better outcomes for future graduates of their IT program.

## Relevant Work Experience

**Application Programmer: Jack Hughston Memorial Hospital, Phenix City, AL**

05/2015 – Current

Core Responsibilities	Key Abilities
<ul style="list-style-type: none"> <li>• Daily and monthly backups</li> <li>• Information security</li> <li>• HIPAA security rule compliance</li> <li>• Patch management and system updates</li> <li>• Systems maintenance and troubleshooting</li> <li>• Application development</li> </ul>	<ul style="list-style-type: none"> <li>• VMware Horizon View and VCenter</li> <li>• Veeam Backup &amp; Replication</li> <li>• User State Virtualization</li> <li>• Application design in C# and .NET</li> <li>• Windows Update Services Server</li> <li>• Microsoft Print Management</li> <li>• VMware vShield with SOPHOS</li> </ul>

- Install and upgrade Windows servers, both physical and virtual
- Draft policies and procedures to achieve compliance with HIPAA and HITECH security rules
- Proficiently handle system outages and routine incidents
- Use various scripting tools to automate submission of reports and files to third party entities
- Perform maintenance, improvements, and troubleshooting of VMware virtual desktop environment
- Configure remote access for approved entities through VPNs and VMware HTML Access
- Research new technologies and systems required to meet new specifications for electronic health records system and plan implementation
- Perform security audits of systems and users
- Perform system upgrades on EPHI systems to keep hospital current on federal regulations
- Write and maintain SQL reports for the C-Suite and third party entities, coordinating with other departments to address specific data requirements such as revenue and clinical information
- Train new departmental hires on hospital systems, configurations, and practices to ease transition to new roles including Network Administrator and Director of IT.
- Continue to perform IT Technician responsibilities

## IT Technician II: Jack Hughston Memorial Hospital, Phenix City, AL

10/2010 – 04/2015

Core Responsibilities	Key Abilities
<ul style="list-style-type: none"><li>• Help desk</li><li>• Hardware and software support</li><li>• Printer troubleshooting</li><li>• Patch management and updates</li><li>• Systems maintenance</li><li>• User account management</li></ul>	<ul style="list-style-type: none"><li>• Strong customer service skills</li><li>• Active Directory and Group Policy</li><li>• SQL Server 2005</li><li>• Visual Basic</li><li>• Microsoft Office including Access</li><li>• Exchange 2003</li></ul>

- Respond to trouble ticket and work requests, and complete in a timely manner
- Provide after-hours support for computer systems and user accounts
- Repair and upgrade physical computers, reformatting as necessary to insure total removal of infected files after incidents with malware
- Design solutions to enhance inter-departmental communication during the surgical process, archive and report on employee health screenings, and record and respond to occurrences
- Update and maintain Barracuda firewall, CyBlock web filter and SOPHOS anti-virus
- Create and maintain end user access to EPHI systems based upon job responsibility
- Design training for staff and users, and host IT training during new hire orientation
- Maintain telephone system and VoIP phones
- Configure and maintain Lexmark, Toshiba, and HP Printers; Symbol Barcode scanners; Fujitsu document scanners; and AIO (All-in-One) and POS computers

### Key Accomplishments

- Created a system to improve surgical procedure communication in Visual Basic; Microsoft SQL database driven system links all components of the surgical process from registration to outpatient release to provide up to the minute information to clinicians, physicians, and families.
- Designed and programmed a web portal in C#/.NET to handle reporting of occurrences as well as guest/patient complaints within the hospital, including a standalone email client to insure necessary parties are apprised of new occurrences or reminded to complete documentation of an existing occurrence. Features the ability to scan in supporting documentation and manage users, password/PIN authentication, and basic reporting. Also uses a Microsoft SQL database.
- Team lead on design and implementation of VMware virtual environment. Worked with third party vendor to ensure proposed solution met the needs of the environment, milestones were met, and training was sufficient. After vendor involvement ended created parent images and deployment solution to replace 200+ physical PCs with PCoIP cloud monitors and zero clients.
- Implemented User State Virtualization through roaming profiles and folder redirection to reduce risk of data theft and loss by centralizing data management, enhance data protection by removing need to back up individual desktops, and improve up-time for users.
- Developed and implemented a security strategy for network file sharing system using Access-Based Enumeration and Active Directory permissions to mitigate risk of EPHI exposure to unauthorized users and protect otherwise confidential data. Based on the principal of minimal access, the

strategy also reduces risk profile of ransomware attacks by making certain users only have write permissions as absolutely necessary. This included the removal of all mapped drives.

- Developed printer deployment solution utilizing Item Level Targeting and User Loopback Policy Processing to overcome issue with normal group policy printer deployment and handle needs of users who roam to multiple departments and need the correct printer to load automatically at logon.

## Education

### Associate of Applied Science: Chattahoochee Valley Community College

#### Computer Information Systems

- Graduated Magna Cum Laude – Fall 2010
- Member, Phi Theta Kappa Academic Honor Society
- Intern at Jack Hughston Memorial Hospital, Information Services Department – Summer 2010
- Awarded Presidential Scholarship to Troy State University, Spring 2010
- Most Outstanding Computer Information Systems Student, Spring 2010
- Selected for Who's Who Among Students in American Colleges and Universities, Spring 2010
- Dean's List - Summer 2009 and Fall 2009
- President's List - Fall 2008 and Spring 2009

## References

### Joseph George

- Retired Director of IT, Jack Hughston Memorial Hospital, Phenix City AL
- Jcgy2k@charter.net
- 205-979-3256

### James Boyd

- IT Manager, Alexander Electric, Columbus GA
- Jimmy@Alexander-electric.com
- 706-681-1500

### Aurelia Smith

- CIS Instructor/Blackboard Administrator, Chattahoochee Valley Community College, Phenix City AL
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### Sheila Larkin

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