



# James Keltgen

IT Leader

Forward-thinking professional offering more than 20 years of experience working in fast-paced technology environments. Excellent track record leading IT initiatives, teams, and programs across different verticals.

✉ james.keltgen@gmail.com

📞 (507) 351-5470

📍 Owatonna, MN

🌐 [linkedin.com/in/jameskeltgen](https://www.linkedin.com/in/jameskeltgen)

🐦 @james\_keltgen

## SKILLS

Cybersecurity

Network Architecture

Office 365

Project Management

Problem Solving

Team Management

System Upgrades

Security Planning

Public Speaking

Service Planning

Staff Development

IT Management and Delivery

Business Analysis

Strategic Planning

Azure

Google Apps

Amazon AWS

Data Analytics

## WORK EXPERIENCE

### Chief Information Officer (CIO)

Owatonna Public Utilities

11/2012 - Present

<https://www.owatonnautilities.com>

*Achievements/Tasks*

- ▣ Developed, tracked, and controlled information technology operating budgets and cost/benefit analyses for IT spending initiatives.
- ▣ Implemented, created, and tested disaster recovery and business continuity plans.
- ▣ Coordinated ERP selection and conversion to facilitate agile enterprise systems and created new community engagement opportunities (outage management system, advanced metering infrastructure).
- ▣ Fostered positive working environment that encouraged innovation, collaboration, and accountability while managing end-user needs with secure and functional responsibilities.
- ▣ Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- ▣ Worked closely with management teams to plan, develop, coordinate, and execute technical strategies aligned to OPU's vision, mission, and purpose.
- ▣ Cultivated highly-respected technology services department and established organizational culture change management.
- ▣ Analyzed architecture design, scoping, implementation, testing, and deployment needs to define project requirements.

*Notable Projects:* City-Wide Fiber Optic Ring Engineer/Design/Implementation, ERP conversion (Cogsdale to NISC), PCI Compliance, RP3 Diamond Award, Microsoft Office365 conversion, Azure Active Directory, Multi-Factor Authentication, Security Governance, Windows 7 to Windows 10 Deployment

### Technology Coordinator

City of Owatonna

04/2012 - 11/2012

<https://www.ci.owatonna.mn.us>

*Achievements/Tasks*

- ▣ Provided ongoing staff training on new innovations to integrate into daily use.
- ▣ Planned and implemented network updates to maintain performance.
- ▣ Configured devices, setup computers, and updated software through implementation of Microsoft System Center Configuration Manager and Microsoft Windows Update Services to deploy and maintain systems throughout the network increasing efficiency and reducing deployment times.
- ▣ Maintained active inventory of hardware and software licenses.
- ▣ Debugged, remediated, and diagnosed issues with network infrastructure, computers, and peripheral devices.
- ▣ Performed Law Enforcement Center network infrastructure rebuild; managing network architecture, physical wiring, and security to existing emergency operations center.
- ▣ Implemented Microsoft SharePoint to enhance internal communications and provide intranet for organizational use.

*Notable Projects:* Microsoft SharePoint Implementation, Multi-Point to Point Wireless Network (WWAN), Physical Security Camera Installation and NVR (Axis Cameras & VideoInsight)

## WORK EXPERIENCE

### IS Manager

#### Fox 9 Television Studios

07/2011 - 04/2012

##### Achievements/Tasks

- Managed IT network infrastructure, policies/procedures, Sarbanes-Oxley compliance, infrastructure recommendations, and planning.
- Prepared records and data for Sarbanes-Oxley (SOX) audits.
- Fostered cybersecurity awareness culture through employee training and development.

*Notable Projects: iNews Implementation, AVID Video 1080p conversion*

<https://www.fox9.com>

### Instructor / Information Systems Program Coordinator

#### Rasmussen College

03/2010 - 07/2011

<https://www.rasmussen.edu>

##### Achievements/Tasks

- Coordinated student instruction, engagement, success, and performance reporting for 15-20 students per class with 20 classes per year.
- Developed Information Systems Program to improve retention, increase enrollment, and improve student engagement. Retention rose from 22% to 64% and enrollment increased 58%.
- Utilized LabSim's TestOut to create instructional materials for new applications, software, and systems coursework in alignment with Information Systems Management curriculum.

*Notable Projects: Promotion of Computer Careers Program through community outreach; Video Game Release Promotions, TV News Interviews, appearances in Rasmussen marketing material*

### Administrative Technologies Manager

#### Mankato Area Public Schools, ISD #77

10/1999 - 03/2010

<https://www.isd77.org>

##### Achievements/Tasks

- Monitored servers, network connections, firewalls, and corporate filters to maintain maximum up-time and functionality while planning and implementing network updates to maintain performance.
- Led district-wide testing efforts for NWEA MAPS, MCA, and BST standardized testing for the IT Department.
- Implemented data-mining and data-analytics to provide insight for overall district performance and development of individualized learning plans.
- Organized the installation, maintenance, management, and support of district-wide technology and support services for 8000+ students and 1800+ staff spanning 17 sites.

*Notable Projects: Migration to Google Apps for Education, VersaTrans Student Transportation System Implementation, Winnebago-Spectrum to Follet Circulation System Conversion, Novell 5 to Windows Active Directory Conversion, SageBrush Data-Mining Implementation, SASIxp to Infinite Campus Conversion, Metro-WAN Implementation*

## CERTIFICATES

Certified Information Systems Security Professional (CISSP)  
(02/2020 - Present)

Comptia Security+ (12/2010 - Present)

CompTia A+ (09/2010 - Present)

## EDUCATION

### MA - IT Leadership

#### College of Saint Scholastica

05/2015 - 05/2017

Duluth, MN

### BS - Technical Management

#### DeVry University

09/2007 - 12/2008

Online

### AAS - Networking Services

#### South Central College

09/2000 - 12/2001

North Mankato, MN

### AAS - Information Systems

#### South Central College

09/2000 - 12/2001

North Mankato, MN

## VOLUNTEER EXPERIENCE

### Chair

#### South Central College Computer Careers Advisory Committee

11/2019 - Present

### Chair

#### Owatonna Degner Regional Airport Commission

05/2015 - Present