CNS /Update Newsletter Feature

Tarrie Van Horn Recognized for 25 Years with NERDC

CNS Document ID: u000607a
Last Updated: 06/01/00

UF Information Technology

UFIT

2046 NE Waldo Rd, Suite 2100
Gainesville Florida 32609-8942
(352) 392.2061
<editor@cns.ufl.edu>
Table of Contents

Tarrie Van Horn Recognized for 25 Years with NERDC .............................................3
Tarrie Van Horn Recognized for 25 Years with NERDC

Twenty-five years later, Tarrie Van Horn recalls her original promise to stay at NERDC for at least one year. “I was looking for a job and I ran into a friend who knew of an opening at a place called NERDC. The office manager at the time was reluctant to hire me because he knew I wanted to go back to school. But he agreed to accept me when I promised I’d stay at least one year. I think I have been an overachiever in that regard,” she said, laughing.

Van Horn, who helps NERDC’s customers on a daily basis as Support Desk coordinator, was recently honored with her 25-year service pin during an Instruction & Research Users’ committee meeting in May.

Table 1.

NERDC honored Tarrie Van Horn with her 25-year service pin at a recent I&R meeting.

She started at NERDC as a receptionist, worked her way up to NERDC Business Manager, and then took a programming position, which led to her heading up the Support Desk.
"I've been very fortunate in opportunities that have been available to me to learn and grow," Van Horn said. "The data processing industry has changed so much. There's always something new to learn about or try. While I've held many different job titles at NERDC, I've never had a boring job."

Associate Director Marie Dence says Van Horn is very suited to her current role as Support Desk Coordinator.

"I don't think we could have anybody better. She's excellent at dealing with those highly technical users as well as novice users and making them all feel comfortable with the problem-resolution process," Dence said.

Her supervisor, Information Services Coordinator Vicki Kitts-Turner, agrees. "She's marvelous at being a bridge between the technical staff and our users. She's that rare individual who gets respect from both sides."

As Support Desk Coordinator, Van Horn assists NERDC's users with problems ranging from passwords that are expired to JCL code that is "breaking."

"I enjoy the intellectual stimulation of learning about computers and working with technology, but I also love talking to people and helping people solve their problems," she said.

She also organizes the efforts of two student consultants and other NERDC staff members who assist her on the Support Desk. Consultants answer questions, help to resolve problems, and refer customers to our "resident" experts who help when a higher level of expertise is needed.

"As far as what a typical day is like: it's a variety. A good part of my time is spent talking to customers and helping them solve problems or determining where they can go to get help," Van Horn said.

NERDC Director Ron Schoenau said Van Horn has a gift for assisting users.

"She has the ability to calm people down and convey the feeling of caring and actually taking care of their problem. Once they see Tarrie, the buck stops. She's the best at that I've ever met," Schoenau said.

She enjoys helping people and encourages those who might be reluctant to call with their NERDC-related technical problems.

"Everyone has a job to do. For many people their main job isn't computers. But they need to use computers to get the job done and they're sometimes hesitant to call. It's important for us to make sure everyone feels respected and comfortable when they ask for help," she said.

For the past 25 years, she's been working with many of the same people.

"I've grown up here. I've worked with a group of people who have grown together professionally, and who have grown the way a family would because we have spent so much time together," she said. When not at NERDC, she spends time with the Gainesville Civic Chorus, along with other NERDC staffers, as a performer and as a member of the Board of Directors.

Congratulations on reaching the 25-year mark!
Your Comments are Welcome

We welcome your comments and suggestions on this and all UFIT documentation. Please send your comments to:

UF Information Technology

UFIT
2046 NE Waldo Rd, Suite 2100
Gainesville Florida 32609-8942
(352) 392.2061
<editor@cns.ufl.edu>