CNS /Update Newsletter Feature

Bill Carr Promoted to Operations Manager

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UF Information Technology

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Computing whiz and weekend almost-pro softball player Bill Carr, a popular figure among staff and customers since joining NERDC in 1983, has been promoted to NERDC Operations Manager. He takes over for Marvis Bell, who retired in January 1997.

Previously Carr was senior day-shift supervisor for the Operations Department, whose members monitor and maintain various NERDC systems 24 hours a day.

"It's a natural progression," said Carr. "I've been working with computers since 1978, and I joined NERDC in September 1983, one month after I left the Navy. I did data processing in the Navy too -- on a true 'dinosaur system' installed on ships around 1958! It was a single-processor system that took about an hour to sort 5,000 records."

Reflecting on his new responsibilities, Carr noted that the operations supervisor is required to be a "jack of all trades." "Now," he says, "I have no hands-on computer obligations, but I am more involved with the user community, handling special requests; I also talk with vendors, work with the budget, and make sure our department is properly staffed and supplied."

The operations department is evolving, Carr said. "Ten years ago, if there was a system problem, operators called upstairs and a programmer came down to fix things. Now, we have developed a large body of documentation that allows operators to solve many minor problems. Operations staff are also more involved with networking, identifying and initiating the resolution of problems."

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